

**Table 1. Unit Performance Tables ¾ Definitions and Questions**

| Mission                           | Key Customer                                                                                                                        | Customer Requirement                                                                                                                                                                                                                                      | Strategic Goal/ Performance Goal                                                                                                                                                                                                | Output                                                                                                                                              |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| What the unit is in business for. | Who receives the services and/or products that are outputs of the process.<br><br>They are grouped by organizational types.         | These are general requirements customers expect in this service or product.                                                                                                                                                                               | These are defined by Commandant.                                                                                                                                                                                                | What is actually produced to accomplish this mission.                                                                                               |
| <b>Definitions</b>                |                                                                                                                                     |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                 |                                                                                                                                                     |
| As defined by Program Managers    | Questions needing answers are:<br><br>• Who are the specific customers within these groups with whom you interact for this mission? | Questions needing answers are:<br><br>• For the specific customers mentioned in the previous column, what are their requirements, if any, in addition to the requirements listed?<br><br>• How do you obtain and update customer requirement information? | Questions needing answers are:<br><br>• How do strategic goals of the unit link with the Program goals and Coast Guard Strategic and Performance Goals?<br><br>• How are unit goals related to customer & mission requirements? | Questions needing answers are:<br><br>• What, if any in addition to the ones already listed, are the specific outputs of the unit for this mission? |
| <b>Questions</b>                  |                                                                                                                                     |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                 |                                                                                                                                                     |

  

| Process                                                                                                                                                                                                                       | Process Requirement                                                                                                                                                                                                                                    | Standards                                                                                                                                                                                                                          | Measures                                                                                                                                                                                                                                                                                                                                                    | Controlling Strategies                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| These are the <b>main</b> processes which the unit <b>must</b> successfully perform in order to meet customer & mission requirements.<br><br>There are many <u>subprocesses</u> within each main process.                     | These are the qualities by which the process and/or output is judged.<br><br>These requirements are measured against the standards.                                                                                                                    | These are the specific, quantifiable criteria to which the process requirements are measured against.<br><br>Many are established by Program Managers.                                                                             | These are the indicators the unit uses to see if they are meeting performance.<br><br>See “About Measurement” in the Introduction.                                                                                                                                                                                                                          | Ways in which process performance is maintained and improved.                                                                                                                                       |
| Questions needing answers are:<br><br>• How many of your main processes and associated subprocesses are flowcharted?<br><br>• What other main processes if any must you perform because of circumstances unique to your unit? | Questions needing answers are:<br><br>• How well do members working within the process know the requirements?<br><br>• What if any other requirements, exist?<br><br>• How do your main process requirements relate to customer/ mission requirements? | Questions needing answers are:<br><br>• How do process owners know about and apply the standards?<br><br>• What are the standards for your main processes?<br><br>• What further standards have you established to ensure quality? | Questions needing answers are:<br><br>• Which measures are tracked? By whom? What frequency?<br><br>• How are your measures used to make business decisions?<br><br>• How able are users of measures to make timely changes or corrections to performance based on data?<br><br>• What measures, other than the ones listed, are used for making decisions? | Questions needing answers are:<br><br>• What strategies, other than the ones listed, are used to meet process performance?<br><br>• How is the effectiveness of your controlling strategies gauged? |

Note: Read the tables from left to right.

**Table 2. Unit Performance Tables  $\frac{3}{4}$  Cutters (WHEC, WMEC, WPB)**

| Mission                                                        | Key Customer                                                                                                                                                              | Customer Requirement                                                                                                                                              | Strategic & Performance Goal                                                                                               | Output                                                                                |
|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>SAR - Search</li> </ul> | <ul style="list-style-type: none"> <li>Family members of overdue mariner</li> <li>Mariner calling for assistance</li> <li>Other agencies requesting assistance</li> </ul> | <ul style="list-style-type: none"> <li>Caring &amp; Professional Service</li> <li>Fast Response</li> <li>Effective, thorough search</li> <li>Detection</li> </ul> | <ul style="list-style-type: none"> <li>Safety <ul style="list-style-type: none"> <li>S1</li> <li>S2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Search Plan</li> <li>Assets O/S</li> </ul>     |
| <ul style="list-style-type: none"> <li>SAR - Rescue</li> </ul> | <ul style="list-style-type: none"> <li>Mariner(s) in distress</li> </ul>                                                                                                  | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Mariner(s) &amp; property saved</li> </ul>                                                          | <ul style="list-style-type: none"> <li>Safety <ul style="list-style-type: none"> <li>S1</li> <li>S2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Lives Saved</li> <li>Property Saved</li> </ul> |

| Process                                                                                                                                                                                   | Process Requirement                                                                                                                                                                                                                                        | Standard                                                                                                                                                                                                                                                           | Measure                                                                                                                                                                                                                 | Controlling Strategies                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Navigating</li> <li>Searching for Mariners in distress</li> <li>Launching &amp; Recovering Aircraft ++</li> <li>Coordinating O/S assets</li> </ul> | <ul style="list-style-type: none"> <li>Accuracy</li> <li>Timely</li> <li>Fast Response</li> <li>Detection</li> <li>Safely launched &amp; recovered</li> <li>Minimal Cycle Time</li> <li>Rapid flow of information</li> <li>Accurate information</li> </ul> | <ul style="list-style-type: none"> <li>CO's Navigation Standards</li> <li>Per CO's Standing Orders</li> <li>Within "Bravo" Status</li> <li>Per SAR Manual</li> <li>Per Ship/Helo Manual</li> <li>Per SAR Manual</li> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>Navigational Fixes</li> <li>Minutes to respond per Bravo Status</li> <li>Probability of Detection (POD)</li> <li>% of MISHAPs</li> <li>Cycle Time</li> <li>Assets O/S</li> </ul> | <ul style="list-style-type: none"> <li>Training**</li> <li>RFO Inspections</li> <li>PQS</li> <li>Training**</li> <li>RFO Inspections</li> <li>Checklists</li> <li>Training**</li> <li>STAN Visits</li> <li>Checklists</li> <li>PQS</li> <li>Checklists</li> <li>Training**</li> </ul> |
| <ul style="list-style-type: none"> <li>Rescuing</li> <li>Launching &amp; Recovering Small Boat</li> </ul>                                                                                 | <ul style="list-style-type: none"> <li>Safe</li> <li>Safely launched &amp; recovered</li> </ul>                                                                                                                                                            | <ul style="list-style-type: none"> <li>Per SAR Manual</li> <li>Per Seamanship Manuals &amp; Publications</li> <li>Per NWP's</li> <li>Per Cutter SOP</li> <li>Per Small Boat Seamanship Manual</li> </ul>                                                           | <ul style="list-style-type: none"> <li>Lives Saved/Lives Saved + Lives Lost after notification</li> <li>Property Lost/Saved</li> <li>% of MISHAPs</li> <li>Cycle Time</li> </ul>                                        | <ul style="list-style-type: none"> <li>Training**</li> <li>RFO Inspections</li> <li>PQS</li> <li>Checklists</li> <li>Training**</li> <li>RFO Inspections</li> <li>PQS</li> </ul>                                                                                                      |

++ = Units equipped with a flight deck

\*\* = (e.g. TSTA, STRs, OJT, etc.)

**Table 2. Cutter ¾ WHEC, WMEC, WPB (continued)**

| Mission                                                                        | Key Customer                                                                                                                                                                                                                                            | Customer Requirement                                                                                                                                 | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                                                                                                                                           | Output                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Boating Safety</li> </ul>               | <ul style="list-style-type: none"> <li>Commercial &amp; Recreation Mariner</li> </ul>                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Courteous Service</li> <li>Knowledgeable &amp; Skilled boarding officers</li> </ul>                           | <ul style="list-style-type: none"> <li>Safety <ul style="list-style-type: none"> <li>S3</li> <li>S4</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Boarding Report (eg. 4100, CME, etc.)</li> <li>Examination</li> <li>Recommendations to enhance safety</li> </ul>                                                                     |
| <ul style="list-style-type: none"> <li>MLE (Regulatory Enforcement)</li> </ul> | <ul style="list-style-type: none"> <li>NMFS</li> <li>Customs Service</li> <li>DEA</li> <li>INS</li> <li>FBI</li> <li>Fisheries Management Councils</li> <li>Department of State</li> <li>Other Federal/ State agencies requesting assistance</li> </ul> | <ul style="list-style-type: none"> <li>Knowledgeable &amp; skilled boarding officers</li> <li>Thorough enforcement</li> <li>Mission ready</li> </ul> | <ul style="list-style-type: none"> <li>Safety <ul style="list-style-type: none"> <li>S3</li> <li>S4</li> <li>S5</li> </ul> </li> <li>Protection of Natural Resources <ul style="list-style-type: none"> <li>P1</li> <li>P2</li> <li>P5</li> <li>P6</li> </ul> </li> <li>Mobility <ul style="list-style-type: none"> <li>M2</li> <li>M3</li> </ul> </li> <li>Maritime Security <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Boarding report(s) (eg. 4100)</li> <li>Citation (as necessary)</li> <li>Sighting Report</li> <li>Mariner in compliance with U.S. Laws, Regulations, Codes, &amp; Treaties</li> </ul> |

| Process                                                                                 | Process Requirement                                                                                       | Standard                                                                                                                                                                                                                           | Measure                                                                                                                                                                                                      | Controlling Strategies                                                                             |
|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Boarding</li> </ul>                              | <ul style="list-style-type: none"> <li>Quality</li> <li>Quantity</li> <li>Fast Cycle Time</li> </ul>      | <ul style="list-style-type: none"> <li>IAW MLE Manual</li> <li>IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>IAW CG Regulations &amp; SOP</li> <li>Per Cutter SOP</li> <li>Per Small Boat Seamanship Manual</li> </ul> | <ul style="list-style-type: none"> <li>% accurate completion of 4100</li> <li># boarded per LE patrol days</li> <li>% in compliance</li> <li># of violations cited per vessel</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Training**</li> <li>PQS</li> <li>Checklists</li> </ul>      |
| <ul style="list-style-type: none"> <li>Launching &amp; Recovering Small Boat</li> </ul> | <ul style="list-style-type: none"> <li>Safely launched &amp; recovered</li> </ul>                         |                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>% of MISHAPs</li> <li>Cycle Time</li> </ul>                                                                                                                           | <ul style="list-style-type: none"> <li>Training**</li> <li>RFO Inspections</li> <li>PQS</li> </ul> |
| <ul style="list-style-type: none"> <li>Searching for vessels to board</li> </ul>        | <ul style="list-style-type: none"> <li>High Probability of Detection</li> </ul>                           | <ul style="list-style-type: none"> <li>Per District &amp;/or Area SOP</li> </ul>                                                                                                                                                   | <ul style="list-style-type: none"> <li># of vessels sighted</li> </ul>                                                                                                                                       | <ul style="list-style-type: none"> <li>Training**</li> </ul>                                       |
| <ul style="list-style-type: none"> <li>Navigating</li> </ul>                            | <ul style="list-style-type: none"> <li>Accuracy</li> <li>Timely</li> </ul>                                | <ul style="list-style-type: none"> <li>CO's Navigation Standards</li> <li>Per CO's Standing Orders</li> <li>Per Area &amp;/or District SOP</li> </ul>                                                                              | <ul style="list-style-type: none"> <li>Navigational Fixes</li> </ul>                                                                                                                                         | <ul style="list-style-type: none"> <li>Training**</li> <li>RFO Inspections</li> <li>PQS</li> </ul> |
| <ul style="list-style-type: none"> <li>Coordinating O/S assets</li> </ul>               | <ul style="list-style-type: none"> <li>Rapid flow of information</li> <li>Accurate information</li> </ul> | <ul style="list-style-type: none"> <li>Per Cutter SOP</li> <li>Per Small Boat Seamanship Manual</li> </ul>                                                                                                                         | <ul style="list-style-type: none"> <li>Assets O/S</li> </ul>                                                                                                                                                 | <ul style="list-style-type: none"> <li>Checklists</li> <li>Training**</li> </ul>                   |
| <ul style="list-style-type: none"> <li>Launching &amp; Recovering Small Boat</li> </ul> | <ul style="list-style-type: none"> <li>Safely launched &amp; recovered</li> </ul>                         |                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>% of MISHAPs</li> <li>Cycle Time</li> </ul>                                                                                                                           | <ul style="list-style-type: none"> <li>Training**</li> <li>RFO Inspections</li> <li>PQS</li> </ul> |

\*\* = (e.g. TSTA, STRs, OJT, etc.)

**Table 2. Cutter 3/4 WHEC, WMEC, WPB (continued)**

| Mission                                                                                    | Key Customer                                                                                                                                                                                                                 | Customer Requirement                                                                                                                                                                            | Strategic & Performance Goal                                                                                                                                                                                                                                                                                        | Output                                                                                                                                               |
|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>MLE (Regulatory Enforcement) (continued)</li> </ul> |                                                                                                                                                                                                                              |                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                      |
| <ul style="list-style-type: none"> <li>MLE (seizure)</li> </ul>                            | <ul style="list-style-type: none"> <li>Department of Justice</li> </ul>                                                                                                                                                      | <ul style="list-style-type: none"> <li>Accurate documentation of seizure/ arrest</li> <li>Chain of evidence safeguarded</li> <li>Prisoner's rights awarded</li> </ul>                           | <ul style="list-style-type: none"> <li>Protection of Natural Resources               <ul style="list-style-type: none"> <li>P5</li> <li>P6</li> </ul> </li> <li>Maritime Security               <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> </ul> </li> </ul>                            | <ul style="list-style-type: none"> <li>Boarding Report(s)</li> <li>Seizure/case package</li> <li>Evidence</li> <li>Accused Perpetrator(s)</li> </ul> |
| <ul style="list-style-type: none"> <li>MEP</li> </ul>                                      | <ul style="list-style-type: none"> <li>State &amp; Local Government</li> <li>Non-Government Organizations</li> <li>Owner &amp; Operators</li> <li>Other Federal Agencies</li> <li>Other Coast Guard Organizations</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Technical Competence</li> <li>Accurate Information</li> <li>Timely Information</li> <li>Environmental damage mitigated</li> </ul> | <ul style="list-style-type: none"> <li>Protection of Natural Resources               <ul style="list-style-type: none"> <li>P1</li> <li>P2</li> <li>P3</li> <li>P4</li> <li>P5</li> <li>P6</li> </ul> </li> <li>Mobility               <ul style="list-style-type: none"> <li>M2</li> <li>M3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Cleaned Waterway</li> </ul>                                                                                   |

| Process                                                                                                   | Process Requirement                                                                                                                                                       | Standard                                                                                                                                                                                       | Measure                                                                                                                                                                | Controlling Strategies                                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Launching &amp; Recovering Aircraft++</li> <li>Boarding</li> </ul> | <ul style="list-style-type: none"> <li>Safely launched &amp; recovered</li> <li>Minimal Cycle Time</li> <li>Quality</li> <li>Quantity</li> <li>Fast Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Per Ship/Helo Manual</li> <li>IAW MLE Manual</li> <li>IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>IAW CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li>% of MISHAPs</li> <li>Cycle Time</li> <li>% accurate completion of 4100</li> <li>% in compliance</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Training**</li> <li>STAN Visits</li> <li>Checklists</li> <li>PQS</li> <li>Training**</li> <li>PQS</li> <li>Checklists</li> </ul> |
| <ul style="list-style-type: none"> <li>Arresting &amp; Seizing</li> </ul>                                 | <ul style="list-style-type: none"> <li>Accuracy</li> <li>Thorough</li> </ul>                                                                                              | <ul style="list-style-type: none"> <li>IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>IAW CG Regulations &amp; Policies</li> </ul>                                                  | <ul style="list-style-type: none"> <li>% accurate completion of case file</li> </ul>                                                                                   | <ul style="list-style-type: none"> <li>Training**</li> <li>Checklist</li> </ul>                                                                                         |
| <ul style="list-style-type: none"> <li>Coordinating resources for response &amp; cleanup</li> </ul>       | <ul style="list-style-type: none"> <li>Accurate Information</li> <li>Rapid flow of information</li> </ul>                                                                 | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> </ul>                                                                                                               | <ul style="list-style-type: none"> <li>Assets O/S</li> </ul>                                                                                                           | <ul style="list-style-type: none"> <li>Checklists</li> <li>Training**</li> </ul>                                                                                        |

++ = Units equipped with a flight deck

\*\* = (e.g. TSTA, STRs, OJT, etc.)

**Table 2. Cutter 3/4 WHEC, WMEC, WPB (continued)**

| Mission                                                  | Key Customer                                                                                                                | Customer Requirement                                                                                                                                       | Strategic & Performance Goal                                                                                                  | Output                                                                                                                                              | Process                                                                                                                                                                                                                                                           | Process Requirement                                                                                                                                                                                                                                                                                                                                                                | Standard                                                                                                                                                                                                                                                                                                                                                                                                                                  | Measure                                                                                                                                                                                                                                                                                                            | Controlling Strategies                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• AMIO</li> </ul> | <ul style="list-style-type: none"> <li>• INS</li> <li>• Department of State</li> <li>• National Security Council</li> </ul> | <ul style="list-style-type: none"> <li>• Knowledgeable &amp; skilled boarding officers</li> <li>• Thorough enforcement</li> <li>• Mission ready</li> </ul> | <ul style="list-style-type: none"> <li>• Maritime Security <ul style="list-style-type: none"> <li>• C2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Lives Saved</li> <li>• Repatriated Illegal Aliens</li> <li>• Economic &amp; Social Guardianship</li> </ul> | <ul style="list-style-type: none"> <li>• Searching for vessels to board</li> <li>• Navigating</li> <li>• Coordinating O/S assets</li> <li>• Launching &amp; Recovering Small Boat</li> <li>• Launching &amp; Recovering Aircraft++</li> <li>• Boarding</li> </ul> | <ul style="list-style-type: none"> <li>• High Probability of Detection</li> <li>• Accuracy</li> <li>• Timely</li> <li>• Rapid flow of information</li> <li>• Accurate information</li> <li>• Safely launched &amp; recovered</li> <li>• Safely launched &amp; recovered</li> <li>• Minimal Cycle Time</li> <li>• Quality</li> <li>• Quantity</li> <li>• Fast Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>• Per District &amp;/or Area SOP</li> <li>• CO's Navigation Standards</li> <li>• Per CO's Standing Orders</li> <li>• Per Area &amp;/or District SOP</li> <li>• Per Cutter SOP</li> <li>• Per Small Boat Seamanship Manual</li> <li>• Per Ship/Helo Manual</li> <li>• IAW MLE Manual</li> <li>• IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>• IAW CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li>• # of vessels sighted</li> <li>• Navigational Fixes</li> <li>• Assets O/S</li> <li>• % of MISHAPs</li> <li>• Cycle Time</li> <li>• % of MISHAPs</li> <li>• Cycle Time</li> <li>• % accurate completion of 4100</li> <li>• % in compliance</li> <li>• Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>• Training**</li> <li>• Training**</li> <li>• RFO Inspections</li> <li>• PQS</li> <li>• Checklists</li> <li>• Training**</li> <li>• Training**</li> <li>• RFO Inspections</li> <li>• PQS</li> <li>• Training**</li> <li>• STAN Visits</li> <li>• Checklists</li> <li>• PQS</li> <li>• Training**</li> <li>• PQS</li> <li>• Checklists</li> </ul> |

++ = Units equipped with a flight deck

\*\* = (e.g. TSTA, STRs, OJT, etc.)

**Table 2. Cutter 3/4 WHEC, WMEC, WPB (continued)**

| Mission                                                              | Key Customer                                                                                                                 | Customer Requirement                                                                                                             | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                                                                                                                                         | Output                                                                                                                     | Process                                                                                                                                                                 | Process Requirement                                                                                                                                                                         | Standard                                                                                                                                                                                                                                                                                    | Measure                                                                                                                                                                                                                                                                   | Controlling Strategies                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Defense Operations</li> </ul> | <ul style="list-style-type: none"> <li>Department of Defense</li> <li>U.S. Navy</li> <li>National Security Agency</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Mission ready</li> <li>Knowledgeable &amp; skilled crew</li> </ul> | <ul style="list-style-type: none"> <li>National Defense                             <ul style="list-style-type: none"> <li>N1</li> <li>N2</li> <li>N3</li> <li>N4</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Achieved Tactical &amp; Strategic U.S. National &amp; Military Interests</li> </ul> | <ul style="list-style-type: none"> <li>Maintaining Readiness Posture</li> <li>Protecting U.S. Interests</li> <li>Navigating</li> <li>Coordinating O/S Assets</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Skilled Crew</li> <li>Effective</li> <li>Accuracy</li> <li>Rapid flow of information</li> <li>Accurate information</li> </ul> | <ul style="list-style-type: none"> <li>Per NWP's</li> <li>Per COMDT, Area &amp;/or District SOP</li> <li>Per CINCs Directives</li> <li>Per Theater Commander Orders</li> <li>CO's Navigation Standards</li> <li>Per CO's Standing Orders</li> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>SORTS rating</li> <li>TSTA results</li> <li>STR scores</li> <li>Area of Operations protected</li> <li>Navigational Fixes</li> <li>Assets O/S</li> <li>Better relations with Foreign country</li> <li>Navigational Fixes</li> </ul> | <ul style="list-style-type: none"> <li>Training**</li> <li>RFO Inspections</li> <li>Training**</li> <li>Training**</li> <li>RFO Inspections</li> <li>PQS</li> <li>Checklists</li> <li>Training**</li> <li>Checklists</li> <li>Training**</li> <li>RFO Inspections</li> <li>PQS</li> </ul> |
| <ul style="list-style-type: none"> <li>Nation Building</li> </ul>    | <ul style="list-style-type: none"> <li>Department of State</li> <li>National Security Agency</li> </ul>                      | <ul style="list-style-type: none"> <li>Mission ready</li> <li>Professional image</li> </ul>                                      | <ul style="list-style-type: none"> <li>Protection of Natural Resources                             <ul style="list-style-type: none"> <li>P1</li> <li>P2</li> <li>P3</li> <li>P5</li> <li>P6</li> </ul> </li> <li>Maritime Security                             <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> </ul> </li> <li>National Defense                             <ul style="list-style-type: none"> <li>N4</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Enhanced Foreign Relations</li> </ul>                                               | <ul style="list-style-type: none"> <li>Enhancing U.S. Interests</li> <li>Navigating</li> </ul>                                                                          | <ul style="list-style-type: none"> <li>Effective</li> <li>Accuracy</li> <li>Timely</li> </ul>                                                                                               | <ul style="list-style-type: none"> <li>Per State Department's Request</li> <li>CO's Navigation Standards</li> <li>Per CO's Standing Orders</li> </ul>                                                                                                                                       | <ul style="list-style-type: none"> <li>Better relations with Foreign country</li> <li>Navigational Fixes</li> </ul>                                                                                                                                                       | <ul style="list-style-type: none"> <li>Checklists</li> <li>Training**</li> <li>RFO Inspections</li> <li>PQS</li> </ul>                                                                                                                                                                    |

\*\* = (e.g. TSTA, STRs, OJT, etc.)

**Table 3. Unit Performance Tables<sup>3/4</sup> Cutters (WLB, WLM, WLR, WLIC, WLI)**

| Mission                                                  | Key Customer                                                                                                                                                                                                                           | Customer Requirement                                                                                                                                                                                      | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                                        | Output                                                                                                      | Process                                                                                                                                                                                             | Process Requirement                                                                                                                                                                                                                     | Standard                                                                                                                                                                                                                                                                                     | Measure                                                                                                                                                                                                        | Controlling Strategies                                                                                                                                                                                                                                                              |
|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• ATON</li> </ul> | <ul style="list-style-type: none"> <li>• Local Waterways Users (e.g., Commercial Bulk Carriers, Fishing Vessels, Recreational Vessels, Ferries, Tugs, etc)</li> </ul>                                                                  | <ul style="list-style-type: none"> <li>• Reliable Aids</li> <li>• Accurate Aids</li> <li>• Operating Aids</li> </ul>                                                                                      | <ul style="list-style-type: none"> <li>• Mobility                             <ul style="list-style-type: none"> <li>• M1</li> <li>• M2</li> <li>• M3</li> </ul> </li> <li>• Safety                             <ul style="list-style-type: none"> <li>• S3</li> <li>• S4</li> <li>• S5</li> </ul> </li> </ul>                                                      | <ul style="list-style-type: none"> <li>• Navigable Waterway</li> <li>• Accurately positioned Aid</li> </ul> | <ul style="list-style-type: none"> <li>• Navigating</li> <li>• Servicing and Maintaining Aids to Navigation</li> <li>• Responding to Inoperative Aids to Navigation</li> </ul>                      | <ul style="list-style-type: none"> <li>• Accuracy</li> <li>• Timely</li> <li>• Accurately positioned</li> <li>• Aid operational</li> <li>• Fast cycle time</li> <li>• Safe</li> <li>• Fast Response</li> <li>• Safe</li> </ul>          | <ul style="list-style-type: none"> <li>• CO's Navigation Standards</li> <li>• Per CO's Standing Orders</li> <li>• Per ATON Manuals and local policies</li> <li>• Per ATON Manuals and local policies</li> </ul>                                                                              | <ul style="list-style-type: none"> <li>• Navigational Fixes</li> <li>• Aid Availability Rating</li> <li>• Time to service aid</li> <li>• % of MISHAPs</li> <li>• % time within DRF factor</li> </ul>           | <ul style="list-style-type: none"> <li>• Training**</li> <li>• RFO Inspections</li> <li>• PQS</li> <li>• Training</li> <li>• PQS</li> <li>• Scheduling</li> <li>• Checklists</li> </ul>                                                                                             |
| <ul style="list-style-type: none"> <li>• MEP</li> </ul>  | <ul style="list-style-type: none"> <li>• State &amp; Local Government</li> <li>• Non-Government Organizations</li> <li>• Owner &amp; Operators</li> <li>• Other Federal Agencies</li> <li>• Other Coast Guard Organizations</li> </ul> | <ul style="list-style-type: none"> <li>• Fast Response</li> <li>• Technical Competence</li> <li>• Accurate Information</li> <li>• Timely Information</li> <li>• Environmental damage mitigated</li> </ul> | <ul style="list-style-type: none"> <li>• Protection of Natural Resources                             <ul style="list-style-type: none"> <li>• P1</li> <li>• P2</li> <li>• P3</li> <li>• P4</li> <li>• P5</li> <li>• P6</li> </ul> </li> <li>• Mobility                             <ul style="list-style-type: none"> <li>• M2</li> <li>• M3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Cleaned Waterway</li> </ul>                                        | <ul style="list-style-type: none"> <li>• Navigating</li> <li>• Responding to casualty</li> <li>• Deploying containment boom</li> <li>• Coordinating resources for response &amp; cleanup</li> </ul> | <ul style="list-style-type: none"> <li>• Accuracy</li> <li>• Timely</li> <li>• Fast Response</li> <li>• Cycle Time</li> <li>• Effective</li> <li>• Safe</li> <li>• Accurate Information</li> <li>• Rapid flow of information</li> </ul> | <ul style="list-style-type: none"> <li>• CO's Navigation Standards</li> <li>• Per CO's Standing Orders</li> <li>• Per Comdt &amp; local policies</li> <li>• Per Comdt &amp; local policies</li> <li>• Per Manufacturer's specifications</li> <li>• Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>• Navigational Fixes</li> <li>• Time to scene</li> <li>• Time to deploy boom</li> <li>• Amount of spilled material contained/recovered</li> <li>• Assets O/S</li> </ul> | <ul style="list-style-type: none"> <li>• Training**</li> <li>• RFO Inspections</li> <li>• PQS</li> <li>• Exercise</li> <li>• Training</li> <li>• RFO Inspections</li> <li>• Exercise</li> <li>• Training</li> <li>• Checklists</li> <li>• Checklists</li> <li>• Training</li> </ul> |

**Table 3. Cutter ¾ WLB, WLM, WLR, WLIC, WLI (continued)**

| Mission                                                        | Key Customer                                                                                                                                                              | Customer Requirement                                                                                                                                              | Strategic & Performance Goal                                                                                               | Output                                                                                |
|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>SAR - Search</li> </ul> | <ul style="list-style-type: none"> <li>Family members of overdue mariner</li> <li>Mariner calling for assistance</li> <li>Other agencies requesting assistance</li> </ul> | <ul style="list-style-type: none"> <li>Caring &amp; Professional Service</li> <li>Fast Response</li> <li>Effective, thorough search</li> <li>Detection</li> </ul> | <ul style="list-style-type: none"> <li>Safety <ul style="list-style-type: none"> <li>S1</li> <li>S2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Search Plan</li> <li>Assets O/S</li> </ul>     |
| <ul style="list-style-type: none"> <li>SAR - Rescue</li> </ul> | <ul style="list-style-type: none"> <li>Mariner(s) in distress</li> </ul>                                                                                                  | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Mariner(s) &amp; property saved</li> </ul>                                                          | <ul style="list-style-type: none"> <li>Safety <ul style="list-style-type: none"> <li>S1</li> <li>S2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Lives Saved</li> <li>Property Saved</li> </ul> |

| Process                                                                                 | Process Requirement                                                                                       | Standard                                                                                                                              | Measure                                                                                                                                | Controlling Strategies                                                                                                        |
|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Navigating</li> </ul>                            | <ul style="list-style-type: none"> <li>Accuracy</li> <li>Timely</li> </ul>                                | <ul style="list-style-type: none"> <li>CO's Navigation Standards</li> <li>Per CO's Standing Orders</li> </ul>                         | <ul style="list-style-type: none"> <li>Navigational Fixes</li> </ul>                                                                   | <ul style="list-style-type: none"> <li>Training</li> <li>RFO</li> <li>Inspections</li> <li>PQS</li> </ul>                     |
| <ul style="list-style-type: none"> <li>Searching for Mariners in distress</li> </ul>    | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Detection</li> </ul>                        | <ul style="list-style-type: none"> <li>Within "Bravo" Status</li> <li>Per SAR Manual</li> </ul>                                       | <ul style="list-style-type: none"> <li>Minutes to respond per Bravo Status</li> <li>Probability of Detection (POD)</li> </ul>          | <ul style="list-style-type: none"> <li>Training</li> <li>RFO</li> <li>Inspections</li> <li>Checklists</li> </ul>              |
| <ul style="list-style-type: none"> <li>Coordinating O/S assets</li> </ul>               | <ul style="list-style-type: none"> <li>Rapid flow of information</li> <li>Accurate information</li> </ul> | <ul style="list-style-type: none"> <li>Per SAR Manual</li> <li>Per Area &amp;/or District SOP</li> </ul>                              | <ul style="list-style-type: none"> <li>Assets O/S</li> </ul>                                                                           | <ul style="list-style-type: none"> <li>Checklists</li> <li>Training</li> </ul>                                                |
| <ul style="list-style-type: none"> <li>Rescuing</li> </ul>                              | <ul style="list-style-type: none"> <li>Safe</li> </ul>                                                    | <ul style="list-style-type: none"> <li>Per SAR Manual</li> <li>Per Seamanship Manuals &amp; Publications</li> <li>Per NWPs</li> </ul> | <ul style="list-style-type: none"> <li>Lives Saved/Lives Saved + Lives Lost after notification</li> <li>Property Lost/Saved</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>RFO</li> <li>Inspections</li> <li>PQS</li> <li>Checklists</li> </ul> |
| <ul style="list-style-type: none"> <li>Launching &amp; Recovering Small Boat</li> </ul> | <ul style="list-style-type: none"> <li>Safely launched &amp; recovered</li> </ul>                         | <ul style="list-style-type: none"> <li>Per Cutter SOP</li> <li>Per Small Boat Seamanship Manual</li> </ul>                            | <ul style="list-style-type: none"> <li>% of MISHAPs</li> <li>Cycle Time</li> </ul>                                                     | <ul style="list-style-type: none"> <li>Training</li> <li>RFO</li> <li>Inspections</li> <li>PQS</li> </ul>                     |



**Table 3. Cutter ¾ WLB, WLM, WLR, WLIC, WLI (continued)**

| Mission                                                                        | Key Customer                                                                                                                                                                                                                                            | Customer Requirement                                                                                                                                 | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Output                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Boating Safety*</li> </ul>              | <ul style="list-style-type: none"> <li>Commercial &amp; Recreation Mariner</li> </ul>                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Courteous Service</li> <li>Knowledgeable &amp; Skilled boarding officers</li> </ul>                           | <ul style="list-style-type: none"> <li>Safety                             <ul style="list-style-type: none"> <li>S3</li> <li>S4</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Boarding Report (eg. 4100, CME, etc.)</li> <li>Examination</li> <li>Recommendations to enhance safety</li> </ul>                                                                     |
| <ul style="list-style-type: none"> <li>MLE (Regulatory Enforcement)</li> </ul> | <ul style="list-style-type: none"> <li>NMFS</li> <li>Customs Service</li> <li>DEA</li> <li>INS</li> <li>FBI</li> <li>Fisheries Management Councils</li> <li>Department of State</li> <li>Other Federal/ State agencies requesting assistance</li> </ul> | <ul style="list-style-type: none"> <li>Knowledgeable &amp; skilled boarding officers</li> <li>Thorough enforcement</li> <li>Mission ready</li> </ul> | <ul style="list-style-type: none"> <li>Safety                             <ul style="list-style-type: none"> <li>S3</li> <li>S4</li> <li>S5</li> </ul> </li> <li>Protection of Natural Resources                             <ul style="list-style-type: none"> <li>P1</li> <li>P2</li> <li>P5</li> <li>P6</li> </ul> </li> <li>Mobility                             <ul style="list-style-type: none"> <li>M2</li> <li>M3</li> </ul> </li> <li>Maritime Security                             <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> <li>C4</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Boarding report(s) (eg. 4100)</li> <li>Citation (as necessary)</li> <li>Sighting Report</li> <li>Mariner in compliance with U.S. Laws, Regulations, Codes, &amp; Treaties</li> </ul> |

  

| Process                                                                                 | Process Requirement                                                                                       | Standard                                                                                                                                                         | Measure                                                                                                                                                                | Controlling Strategies                                                                           |
|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Boarding</li> </ul>                              | <ul style="list-style-type: none"> <li>Quality</li> <li>Quantity</li> <li>Fast Cycle Time</li> </ul>      | <ul style="list-style-type: none"> <li>IAW MLE Manual</li> <li>IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>IAW CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li>% accurate completion of 4100</li> <li>% in compliance</li> <li>Cycle Time</li> <li>% of MISHAPs</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>PQS</li> <li>Checklists</li> </ul>      |
| <ul style="list-style-type: none"> <li>Launching &amp; Recovering Small Boat</li> </ul> | <ul style="list-style-type: none"> <li>Safely launched &amp; recovered</li> </ul>                         | <ul style="list-style-type: none"> <li>Per Cutter SOP</li> <li>Per Small Boat Seamanship Manual</li> </ul>                                                       |                                                                                                                                                                        | <ul style="list-style-type: none"> <li>Training</li> <li>RFO Inspections</li> <li>PQS</li> </ul> |
| <ul style="list-style-type: none"> <li>Searching for vessels to board</li> </ul>        | <ul style="list-style-type: none"> <li>High Probability of Detection</li> </ul>                           | <ul style="list-style-type: none"> <li>Per District &amp;/or Area SOP</li> </ul>                                                                                 | <ul style="list-style-type: none"> <li># of vessels sighted</li> </ul>                                                                                                 | <ul style="list-style-type: none"> <li>Training</li> </ul>                                       |
| <ul style="list-style-type: none"> <li>Navigating</li> </ul>                            | <ul style="list-style-type: none"> <li>Accuracy</li> </ul>                                                | <ul style="list-style-type: none"> <li>CO's Navigation Standards</li> <li>Per CO's Standing Orders</li> </ul>                                                    | <ul style="list-style-type: none"> <li>Navigational Fixes</li> </ul>                                                                                                   | <ul style="list-style-type: none"> <li>Training</li> <li>RFO Inspections</li> <li>PQS</li> </ul> |
| <ul style="list-style-type: none"> <li>Coordinating O/S assets</li> </ul>               | <ul style="list-style-type: none"> <li>Rapid flow of information</li> <li>Accurate information</li> </ul> | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> </ul>                                                                                 | <ul style="list-style-type: none"> <li>Assets O/S</li> </ul>                                                                                                           | <ul style="list-style-type: none"> <li>Checklists</li> <li>Training</li> </ul>                   |
| <ul style="list-style-type: none"> <li>Launching &amp; Recovering Small Boat</li> </ul> | <ul style="list-style-type: none"> <li>Safely launched &amp; recovered</li> </ul>                         | <ul style="list-style-type: none"> <li>Per Cutter SOP</li> <li>Per Small Boat Seamanship Manual</li> </ul>                                                       | <ul style="list-style-type: none"> <li>% of MISHAPs</li> <li>Cycle Time</li> </ul>                                                                                     | <ul style="list-style-type: none"> <li>Training</li> <li>RFO Inspections</li> <li>PQS</li> </ul> |

\* = mainly WLBs involved in MLE

**Table 3. Cutter ¾ WLB, WLM, WLR, WLIC, WLI (continued)**

| Mission                                                                                     | Key Customer                                                            | Customer Requirement                                                                                                                                                  | Strategic & Performance Goal                                                                                                                                                                                                                                                             | Output                                                                                                                                               |
|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>MLE (Regulatory Enforcement) (continued)*</li> </ul> |                                                                         |                                                                                                                                                                       |                                                                                                                                                                                                                                                                                          |                                                                                                                                                      |
| <ul style="list-style-type: none"> <li>MLE (seizure)*</li> </ul>                            | <ul style="list-style-type: none"> <li>Department of Justice</li> </ul> | <ul style="list-style-type: none"> <li>Accurate documentation of seizure/ arrest</li> <li>Chain of evidence safeguarded</li> <li>Prisoner's rights awarded</li> </ul> | <ul style="list-style-type: none"> <li>Protection of Natural Resources               <ul style="list-style-type: none"> <li>P5</li> <li>P6</li> </ul> </li> <li>Maritime Security               <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Boarding Report(s)</li> <li>Seizure/case package</li> <li>Evidence</li> <li>Accused Perpetrator(s)</li> </ul> |

\* = mainly WLBs involved in MLE

| Process                                                                   | Process Requirement                                                                                  | Standard                                                                                                                                                         | Measure                                                                                                                      | Controlling Strategies                                                                      |
|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Boarding</li> </ul>                | <ul style="list-style-type: none"> <li>Quality</li> <li>Quantity</li> <li>Fast Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>IAW MLE Manual</li> <li>IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>IAW CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li>% accurate completion of 4100</li> <li>% in compliance</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>PQS</li> <li>Checklists</li> </ul> |
| <ul style="list-style-type: none"> <li>Arresting &amp; Seizing</li> </ul> | <ul style="list-style-type: none"> <li>Accuracy</li> <li>Thorough</li> </ul>                         | <ul style="list-style-type: none"> <li>IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>IAW CG Regulations &amp; Policies</li> </ul>                    | <ul style="list-style-type: none"> <li>% accurate completion of case file</li> </ul>                                         | <ul style="list-style-type: none"> <li>Training</li> <li>Checklist</li> </ul>               |

**Table 3. Cutter 3/4 WLB, WLM, WLR, WLIC, WLI (continued)**

| Mission                                                               | Key Customer                                                                                                                 | Customer Requirement                                                                                                             | Strategic & Performance Goal                                                                                                                                                             | Output                                                                                                                     | Process                                                                                                                                                                 | Process Requirement                                                                                                                                                                                         | Standard                                                                                                                                                                                                                                                                                   | Measure                                                                                                                                                                                        | Controlling Strategies                                                                                                                                                                              |
|-----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Defense Operations*</li> </ul> | <ul style="list-style-type: none"> <li>Department of Defense</li> <li>U.S. Navy</li> <li>National Security Agency</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Mission ready</li> <li>Knowledgeable &amp; skilled crew</li> </ul> | <ul style="list-style-type: none"> <li>National Defense                             <ul style="list-style-type: none"> <li>N1</li> <li>N2</li> <li>N3</li> <li>N4</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Achieved Tactical &amp; Strategic U.S. National &amp; Military Interests</li> </ul> | <ul style="list-style-type: none"> <li>Maintaining Readiness Posture</li> <li>Protecting U.S. Interests</li> <li>Navigating</li> <li>Coordinating O/S Assets</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Skilled Crew</li> <li>Effective</li> <li>Accuracy</li> <li>Timely</li> <li>Rapid flow of information</li> <li>Accurate information</li> </ul> | <ul style="list-style-type: none"> <li>Per NWPs</li> <li>Per COMDT, Area &amp;/or District SOP</li> <li>Per CINCs Directives</li> <li>Per Theater Commander Orders</li> <li>CO's Navigation Standards</li> <li>Per CO's Standing Orders</li> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>SORTS rating</li> <li>TSTA results</li> <li>STR scores</li> <li>Area of Operations protected</li> <li>Navigational Fixes</li> <li>Assets O/S</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>RFO Inspections</li> <li>Training</li> <li>Training</li> <li>RFO Inspections</li> <li>PQS</li> <li>Checklists</li> <li>Training</li> </ul> |

\* = Mainly WLBs

**Table 3. Cutter ¾ WLB, WLM, WLR, WLIC, WLI (continued)**

| Mission                                                  | Key Customer                                                                                                                | Customer Requirement                                                                                                                                       | Strategic & Performance Goal                                                                                                  | Output                                                                                                                                              |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• AMIO</li> </ul> | <ul style="list-style-type: none"> <li>• INS</li> <li>• Department of State</li> <li>• National Security Council</li> </ul> | <ul style="list-style-type: none"> <li>• Knowledgeable &amp; skilled boarding officers</li> <li>• Thorough enforcement</li> <li>• Mission ready</li> </ul> | <ul style="list-style-type: none"> <li>• Maritime Security <ul style="list-style-type: none"> <li>• C2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Lives Saved</li> <li>• Repatriated Illegal Aliens</li> <li>• Economic &amp; Social Guardianship</li> </ul> |

\* = Mainly WLBs

| Process                                                                                                                                                                                                          | Process Requirement                                                                                                                                                                                                                                                                                       | Standard                                                                                                                                                                                                                                                                                                                                                                                                | Measure                                                                                                                                                                                                                                                              | Controlling Strategies                                                                                                                                                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Searching for vessels to board</li> <li>• Navigating</li> <li>• Coordinating O/S assets</li> <li>• Launching &amp; Recovering Small Boat</li> <li>• Boarding</li> </ul> | <ul style="list-style-type: none"> <li>• High Probability of Detection</li> <li>• Accuracy</li> <li>• Timely</li> <li>• Rapid flow of information</li> <li>• Accurate information</li> <li>• Safely launched &amp; recovered</li> <li>• Quality</li> <li>• Quantity</li> <li>• Fast Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>• Per District &amp;/or Area SOP</li> <li>• CO's Navigation Standards</li> <li>• Per CO's Standing Orders</li> <li>• Per Area &amp;/or District SOP</li> <li>• Per Cutter SOP</li> <li>• Per Small Boat Seamanship Manual</li> <li>IAW MLE Manual</li> <li>• IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>• IAW CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li>• # of vessels sighted</li> <li>• Navigational Fixes</li> <li>• Assets O/S</li> <li>• % of MISHAPs</li> <li>• Cycle Time</li> <li>• % accurate completion of 4100</li> <li>• % in compliance</li> <li>• Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>• Training**</li> <li>• Training**</li> <li>• RFO Inspections</li> <li>• PQS</li> <li>• Checklists</li> <li>• Training**</li> <li>• RFO Inspections</li> <li>• PQS</li> <li>• Training**</li> <li>• PQS</li> <li>• Checklists</li> </ul> |

\*\* = (e.g. TSTA, STRs, OJT, etc.)

**Table 4. Unit Performance Tables<sup>3/4</sup> Cutters (WAGB, WTGB)**

| Mission                                                                   | Key Customer                                                                                                                                                                                                                                                                                                                                  | Customer Requirement                                                                                                                                                                                                                                       | Strategic & Performance Goal                                                             | Output                                                                                                                        |
|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Ice Operations</li> </ul>        | <ul style="list-style-type: none"> <li>• State &amp; Local Government</li> <li>• Non-Government Organizations</li> <li>• Owner &amp; Operators</li> <li>• Other Federal Agencies</li> <li>• Other Coast Guard Organizations</li> <li>• Local Waterways Users (e.g., Commercial Bulk Carriers, Fishing Vessels, Ferries, Tugs, etc)</li> </ul> | <ul style="list-style-type: none"> <li>• Navigable waterways in ice covered waters</li> <li>• Reliable</li> <li>• Fast Response</li> <li>• Technical Competence</li> <li>• Accurate Information</li> <li>• Professional &amp; courteous service</li> </ul> | <ul style="list-style-type: none"> <li>• Mobility</li> <li>• M4</li> <li>• M5</li> </ul> | <ul style="list-style-type: none"> <li>• Navigable Waterways</li> </ul>                                                       |
| <ul style="list-style-type: none"> <li>• Scientific Research**</li> </ul> | <ul style="list-style-type: none"> <li>• National Science Foundation</li> <li>• State &amp; Local Government</li> <li>• Non-Government Organizations</li> <li>• Other Federal Agencies</li> </ul>                                                                                                                                             | <ul style="list-style-type: none"> <li>• Reliable</li> </ul>                                                                                                                                                                                               |                                                                                          | <ul style="list-style-type: none"> <li>• Scientific Research Platform</li> <li>• Supplies to polar region stations</li> </ul> |

\*\* = mainly polar ice breakers

| Process                                                                                                                                                                                                                                             | Process Requirement                                                                                                                                                                                                                                                                                                                     | Standard                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Measure                                                                                                                                                                                                                                                                                                                                                                         | Controlling Strategies                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Navigating</li> <li>• Launching &amp; Recovering Aircraft++</li> <li>• Ice Breaking</li> <li>• Coordinating vessel movements</li> <li>• Responding to vessels beset in ice or waterway ice jams</li> </ul> | <ul style="list-style-type: none"> <li>• Accuracy</li> <li>• Timely</li> <li>• Safely launched &amp; recovered</li> <li>• Minimal cycle time</li> <li>• Safe</li> <li>• Timely</li> <li>• Rapid flow of information</li> <li>• Accurate Information</li> <li>• Fast Response</li> <li>• Professional &amp; courteous service</li> </ul> | <ul style="list-style-type: none"> <li>• CO's Navigation Standards</li> <li>• Per CO's Standing Orders</li> <li>• Per Ship/Helo Manual</li> <li>• Per Comdt &amp; local policies</li> <li>• Per Area &amp;/or District SOP</li> <li>• Per Area &amp;/or District SOP</li> <li>• CO's Navigation Standards</li> <li>• Per CO's Standing Orders</li> <li>• Per Ship/Helo Manual</li> <li>• Per Cutter SOP</li> <li>• Per Small Boat Seamanship Manual</li> </ul> | <ul style="list-style-type: none"> <li>• Navigational Fixes</li> <li>• % of MISHAPs</li> <li>• Cycle Time</li> <li>• Transit speed through ice covered water</li> <li>• Transit speed through ice covered water</li> <li>• Time to respond</li> <li>• Navigational Fixes</li> <li>• % of MISHAPs</li> <li>• Cycle Time</li> <li>• % of MISHAPs</li> <li>• Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>• Training</li> <li>• RFO Inspections</li> <li>• PQS</li> <li>• Training</li> <li>• STAN Visits</li> <li>• Checklists</li> <li>• PQS</li> <li>• Training</li> <li>• PQS</li> <li>• Training</li> <li>• Training</li> <li>• Training</li> <li>• RFO Inspections</li> <li>• Training</li> <li>• STAN Visits</li> <li>• Checklists</li> <li>• PQS</li> <li>• Training</li> <li>• PQS</li> <li>• RFO Inspections</li> </ul> |

++ = Units equipped with a flight deck

**Table 4. Cutter ¾ WAGB, WTGB (continued)**

| Mission                                                        | Key Customer                                                                                                                                                              | Customer Requirement                                                                                                                                              | Strategic & Performance Goal                                                                                                                           | Output                                                                                | Process                                                                                                                                                                                                                                       | Process Requirement                                                                                                                                                                                                                                                                                            | Standard                                                                                                                                                                                                                                                                                                               | Measure                                                                                                                                                                                                                                                                     | Controlling Strategies                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>SAR - Search</li> </ul> | <ul style="list-style-type: none"> <li>Family members of overdue mariner</li> <li>Mariner calling for assistance</li> <li>Other agencies requesting assistance</li> </ul> | <ul style="list-style-type: none"> <li>Caring &amp; Professional Service</li> <li>Fast Response</li> <li>Effective, thorough search</li> <li>Detection</li> </ul> | <ul style="list-style-type: none"> <li>Safety                             <ul style="list-style-type: none"> <li>S1</li> <li>S2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Search Plan</li> <li>Assets O/S</li> </ul>     | <ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Navigating</li> <li>Searching for Mariners in distress</li> <li>Launching &amp; Recovering Aircraft ++</li> <li>Coordinating O/S assets</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Accuracy</li> <li>Timely</li> <li>Fast Response</li> <li>Detection</li> <li>Safely launched &amp; recovered</li> <li>Minimal Cycle Time</li> <li>Rapid flow of information</li> <li>Accurate information</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>CO's Navigation Standards</li> <li>Per CO's Standing Orders</li> <li>Within "Bravo" Status</li> <li>Per SAR Manual</li> <li>Per Ship/Helo Manual</li> <li>Per SAR Manual</li> <li>Per Area &amp;/or District SOP</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Navigational Fixes</li> <li>Minutes to respond per Bravo Status</li> <li>Probability of Detection (POD)</li> <li>% of MISHAPs</li> <li>Cycle Time</li> <li>Assets O/S</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Training</li> <li>RFO Inspections</li> <li>PQS</li> <li>Training</li> <li>RFO Inspections</li> <li>Checklists</li> <li>Training</li> <li>STAN Visits</li> <li>Checklists</li> <li>PQS</li> <li>Checklists</li> <li>Training</li> </ul> </li> </ul> |
| <ul style="list-style-type: none"> <li>SAR - Rescue</li> </ul> | <ul style="list-style-type: none"> <li>Mariner(s) in distress</li> </ul>                                                                                                  | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Mariner(s) &amp; property saved</li> </ul>                                                          | <ul style="list-style-type: none"> <li>Safety                             <ul style="list-style-type: none"> <li>S1</li> <li>S2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Lives Saved</li> <li>Property Saved</li> </ul> | <ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Rescuing</li> <li>Launching &amp; Recovering Small Boat</li> </ul> </li> </ul>                                                                                 | <ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Safety</li> <li>Safely launched &amp; recovered</li> </ul> </li> </ul>                                                                                                                                                          | <ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Per SAR Manual</li> <li>Per Seamanship Manuals &amp; Publications</li> <li>Per NWPs</li> <li>Per Cutter SOP</li> <li>Per Small Boat Seamanship Manual</li> </ul> </li> </ul>                                                            | <ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Lives Saved/Lives Saved + Lives Lost after notification</li> <li>Property Lost/Saved</li> <li>% of MISHAPs</li> <li>Cycle Time</li> </ul> </li> </ul>                                        | <ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Training</li> <li>RFO Inspections</li> <li>PQS</li> <li>Checklists</li> <li>Training</li> <li>RFO Inspections</li> <li>PQS</li> </ul> </li> </ul>                                                                                                  |

++ = Units equipped with a flight deck

**Table 4. Cutter ¾ WAGB, WTGB (continued)**

| Mission                                                     | Key Customer                                                                                                                                                                                                                           | Customer Requirement                                                                                                                                                                                      | Strategic & Performance Goal                                                                                                                                                                                                                                                                                | Output                                                                                                      | Process                                                                                                                                                                        | Process Requirement                                                                                                                                                                                                            | Standard                                                                                                                                                                                                        | Measure                                                                                                                                                                                              | Controlling Strategies                                                                                                                                                                                                          |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• ATON **</li> </ul> | <ul style="list-style-type: none"> <li>• Local Waterways Users (e.g., Commercial Bulk Carriers, Fishing Vessels, Recreational Vessels, Ferries, Tugs, etc)</li> </ul>                                                                  | <ul style="list-style-type: none"> <li>• Reliable Aids</li> <li>• Accurate Aids</li> <li>• Operating Aids</li> </ul>                                                                                      | <ul style="list-style-type: none"> <li>• Mobility <ul style="list-style-type: none"> <li>• M1</li> <li>• M2</li> <li>• M3</li> </ul> </li> <li>• Safety <ul style="list-style-type: none"> <li>• S3</li> <li>• S4</li> <li>• S5</li> </ul> </li> </ul>                                                      | <ul style="list-style-type: none"> <li>• Navigable Waterway</li> <li>• Accurately positioned Aid</li> </ul> | <ul style="list-style-type: none"> <li>• Navigating</li> <li>• Servicing and Maintaining Aids to Navigation</li> <li>• Responding to Inoperative Aids to Navigation</li> </ul> | <ul style="list-style-type: none"> <li>• Accuracy</li> <li>• Timely</li> <li>• Accurately positioned</li> <li>• Aid operational</li> <li>• Fast cycle time</li> <li>• Safe</li> <li>• Fast Response</li> <li>• Safe</li> </ul> | <ul style="list-style-type: none"> <li>• CO's Navigation Standards</li> <li>• Per CO's Standing Orders</li> <li>• Per ATON Manuals and local policies</li> <li>• Per ATON Manuals and local policies</li> </ul> | <ul style="list-style-type: none"> <li>• Navigational Fixes</li> <li>• Aid Availability Rating</li> <li>• Time to service aid</li> <li>• % of MISHAPs</li> <li>• % time within DRF factor</li> </ul> | <ul style="list-style-type: none"> <li>• Training</li> <li>• RFO Inspections</li> <li>• PQS</li> <li>• Training</li> <li>• PQS</li> <li>• Scheduling</li> <li>• Checklists</li> <li>• Checklists</li> <li>• Training</li> </ul> |
| <ul style="list-style-type: none"> <li>• MEP</li> </ul>     | <ul style="list-style-type: none"> <li>• State &amp; Local Government</li> <li>• Non-Government Organizations</li> <li>• Owner &amp; Operators</li> <li>• Other Federal Agencies</li> <li>• Other Coast Guard Organizations</li> </ul> | <ul style="list-style-type: none"> <li>• Fast Response</li> <li>• Technical Competence</li> <li>• Accurate Information</li> <li>• Timely Information</li> <li>• Environmental damage mitigated</li> </ul> | <ul style="list-style-type: none"> <li>• Protection of Natural Resources <ul style="list-style-type: none"> <li>• P1</li> <li>• P2</li> <li>• P3</li> <li>• P4</li> <li>• P5</li> <li>• P6</li> </ul> </li> <li>• Mobility <ul style="list-style-type: none"> <li>• M2</li> <li>• M3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Cleaned Waterway</li> </ul>                                        | <ul style="list-style-type: none"> <li>• Coordinating resources for response &amp; cleanup</li> </ul>                                                                          | <ul style="list-style-type: none"> <li>• Accurate Information</li> <li>• Rapid flow of information</li> </ul>                                                                                                                  | <ul style="list-style-type: none"> <li>• Per Area &amp;/or District SOP</li> </ul>                                                                                                                              | <ul style="list-style-type: none"> <li>• Assets O/S</li> </ul>                                                                                                                                       | <ul style="list-style-type: none"> <li>• Checklists</li> <li>• Training</li> </ul>                                                                                                                                              |

\*\* = WTGB equipped with an ATON barge

**Table 4. Cutter 3/4 WAGB, WTGB (continued)**

| Mission                                                                | Key Customer                                                                                                                 | Customer Requirement                                                                                                             | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                                                                                                                                         | Output                                                                                                                     | Process                                                                                                                                                                 | Process Requirement                                                                                                                                                                                         | Standard                                                                                                                                                                                                                                                                                    | Measure                                                                                                                                                                                        | Controlling Strategies                                                                                                                                                                              |
|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Defense Operations**</li> </ul> | <ul style="list-style-type: none"> <li>Department of Defense</li> <li>U.S. Navy</li> <li>National Security Agency</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Mission ready</li> <li>Knowledgeable &amp; skilled crew</li> </ul> | <ul style="list-style-type: none"> <li>National Defense                             <ul style="list-style-type: none"> <li>N1</li> <li>N2</li> <li>N3</li> <li>N4</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Achieved Tactical &amp; Strategic U.S. National &amp; Military Interests</li> </ul> | <ul style="list-style-type: none"> <li>Maintaining Readiness Posture</li> <li>Protecting U.S. Interests</li> <li>Navigating</li> <li>Coordinating O/S Assets</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Skilled Crew</li> <li>Effective</li> <li>Accuracy</li> <li>Timely</li> <li>Rapid flow of information</li> <li>Accurate information</li> </ul> | <ul style="list-style-type: none"> <li>Per NWP's</li> <li>Per COMDT, Area &amp;/or District SOP</li> <li>Per CINCs Directives</li> <li>Per Theater Commander Orders</li> <li>CO's Navigation Standards</li> <li>Per CO's Standing Orders</li> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>SORTS rating</li> <li>TSTA results</li> <li>STR scores</li> <li>Area of Operations protected</li> <li>Navigational Fixes</li> <li>Assets O/S</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>RFO Inspections</li> <li>Training</li> <li>Training</li> <li>RFO Inspections</li> <li>PQS</li> <li>Checklists</li> <li>Training</li> </ul> |
| <ul style="list-style-type: none"> <li>Nations Building**</li> </ul>   | <ul style="list-style-type: none"> <li>Department of State</li> <li>National Security Agency</li> </ul>                      | <ul style="list-style-type: none"> <li>Mission ready</li> <li>Professional image</li> </ul>                                      | <ul style="list-style-type: none"> <li>Protection of Natural Resources                             <ul style="list-style-type: none"> <li>P1</li> <li>P2</li> <li>P3</li> <li>P5</li> <li>P6</li> </ul> </li> <li>Maritime Security                             <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> </ul> </li> <li>National Defense                             <ul style="list-style-type: none"> <li>N4</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Enhanced Foreign Relations</li> </ul>                                               | <ul style="list-style-type: none"> <li>Enhancing U.S. Interests</li> <li>Navigating</li> </ul>                                                                          | <ul style="list-style-type: none"> <li>Effective</li> <li>Accuracy</li> <li>Timely</li> </ul>                                                                                                               | <ul style="list-style-type: none"> <li>Per State Department's Request</li> <li>CO's Navigation Standards</li> <li>Per CO's Standing Orders</li> </ul>                                                                                                                                       | <ul style="list-style-type: none"> <li>Better relations with Foreign country</li> <li>Navigational Fixes</li> </ul>                                                                            | <ul style="list-style-type: none"> <li>Checklists</li> <li>Training</li> <li>RFO Inspections</li> <li>PQS</li> </ul>                                                                                |

\*\* = mainly polar ice breakers



**Table 5. Unit Performance Tables<sup>3/4</sup> Air Station**

| Mission                                                                                      | Key Customer                                                                                                                                                              | Customer Requirement                                                                                                                                                                                             | Strategic & Performance Goal                                                                                                                                                        | Output                                                                                | Process                                                                                                                               | Process Requirement                                                                                                                                                 | Standard                                                                                                                                                                                                                         | Measure                                                                                                                                                                                                                                                                                                               | Controlling Strategies                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>SAR - Search</li> </ul>                               | <ul style="list-style-type: none"> <li>Family members of overdue mariner</li> <li>Mariner calling for assistance</li> <li>Other agencies requesting assistance</li> </ul> | <ul style="list-style-type: none"> <li>Caring &amp; Professional Service</li> <li>Fast Response</li> <li>Effective, thorough search</li> <li>Detection</li> <li>Skilled &amp; knowledgeable observers</li> </ul> | <ul style="list-style-type: none"> <li>Safety                             <ul style="list-style-type: none"> <li>S1</li> <li>S2</li> </ul> </li> </ul>                              | <ul style="list-style-type: none"> <li>Search Plan</li> <li>Assets O/S</li> </ul>     | <ul style="list-style-type: none"> <li>Flying</li> <li>Searching for Mariners in distress</li> <li>Coordinating O/S assets</li> </ul> | <ul style="list-style-type: none"> <li>Safely</li> <li>Fast Response</li> <li>Detection</li> <li>Rapid flow of information</li> <li>Accurate information</li> </ul> | <ul style="list-style-type: none"> <li>Air Operations Manual</li> <li>Per CO's Standing Orders</li> <li>Within "Bravo" Status</li> <li>Per SAR Manual</li> <li>Per SAR Manual</li> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>Navigational Fixes</li> <li>Minutes to respond per Bravo Status</li> <li>Probability of Detection (POD)</li> <li>Assets O/S</li> <li>Lives Saved/Lives Saved + Lives Lost after notification</li> <li>Property Lost/Saved</li> <li>% of MISHAPs</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>STAN Visits</li> <li>PQS</li> <li>Training</li> <li>RFO Inspections</li> <li>Checklists</li> <li>Checklists</li> <li>Training</li> <li>Training</li> <li>STAN Visits</li> <li>RFO Inspections</li> <li>PQS</li> <li>Training</li> <li>STAN Visits</li> <li>PQS</li> <li>Checklists</li> <li>Training</li> </ul> |
| <ul style="list-style-type: none"> <li>SAR - Rescue</li> </ul>                               | <ul style="list-style-type: none"> <li>Mariner(s) in distress</li> </ul>                                                                                                  | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Mariner(s) &amp; property saved</li> </ul>                                                                                                         | <ul style="list-style-type: none"> <li>Safety                             <ul style="list-style-type: none"> <li>S1</li> <li>S2</li> </ul> </li> </ul>                              | <ul style="list-style-type: none"> <li>Lives Saved</li> <li>Property Saved</li> </ul> | <ul style="list-style-type: none"> <li>Rescuing</li> <li>Deploying and Recovering Rescue Swimmer</li> </ul>                           | <ul style="list-style-type: none"> <li>Safe</li> <li>Safely</li> </ul>                                                                                              | <ul style="list-style-type: none"> <li>Per SAR Manual</li> <li>Per Air Operations Manual</li> <li>Per Air Operations Manuals</li> <li>Per Airsta SOP</li> </ul>                                                                  | <ul style="list-style-type: none"> <li>Lives Saved/Lives Saved + Lives Lost after notification</li> <li>Property Lost/Saved</li> <li>% of MISHAPs</li> <li>Cycle Time</li> </ul>                                                                                                                                      | <ul style="list-style-type: none"> <li>Training</li> <li>STAN Visits</li> <li>RFO Inspections</li> <li>PQS</li> <li>Checklists</li> <li>Training</li> <li>STAN Visits</li> <li>RFO Inspections</li> <li>PQS</li> </ul>                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>Logistic Flights (e.g., ATON, MLE support)</li> </ul> | <ul style="list-style-type: none"> <li>Other Coast Guard Units</li> <li>Government Agencies</li> <li>Non-Government Agencies</li> </ul>                                   | <ul style="list-style-type: none"> <li>On-Time</li> <li>Reliable</li> <li>Safe</li> </ul>                                                                                                                        | <ul style="list-style-type: none"> <li>Indirectly supports all goals by supplying other units or agencies with supplies &amp; transpiration to meet mission requirements</li> </ul> | <ul style="list-style-type: none"> <li>Transportation of Resources</li> </ul>         | <ul style="list-style-type: none"> <li>Flying</li> <li>Transporting resources</li> </ul>                                              | <ul style="list-style-type: none"> <li>Accuracy</li> <li>Timely</li> <li>Safe</li> <li>Reliable</li> <li>On-Time</li> </ul>                                         | <ul style="list-style-type: none"> <li>Air Operations Manual</li> <li>Per CO's Standing Orders</li> <li>Per District &amp;/or Area SOP</li> </ul>                                                                                | <ul style="list-style-type: none"> <li>Navigational Fixes</li> <li>Resources delivered</li> <li>On-Time Delivery</li> <li>% of MISHAPS</li> </ul>                                                                                                                                                                     | <ul style="list-style-type: none"> <li>Training</li> <li>STAN Visits</li> <li>PQS</li> <li>Checklists</li> <li>Training</li> </ul>                                                                                                                                                                                                                                       |

**Table 5. Air Station (continued)**

| Mission                                                           | Key Customer                                                                                                                                                                      | Customer Requirement                                                                                                                                                  | Strategic & Performance Goal                                                                                                                                                                                                                                 | Output                                                                            | Process                                                                                                                                             | Process Requirement                                                                                                                                                                                                          | Standard                                                                                                                                                                                                                          | Measure                                                                                                                                                     | Controlling Strategies                                                                                                                                                                     |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Ice Operations</li> </ul>  | <ul style="list-style-type: none"> <li>Government Agencies</li> <li>Non-Government Agencies</li> <li>Other Coast Guard Units</li> </ul>                                           | <ul style="list-style-type: none"> <li>Accurate Ice Floe Information</li> <li>Up-to-Date Information</li> <li>Skilled &amp; knowledgeable observers</li> </ul>        | <ul style="list-style-type: none"> <li>Mobility <ul style="list-style-type: none"> <li>M4</li> <li>M5</li> </ul> </li> </ul>                                                                                                                                 | <ul style="list-style-type: none"> <li>Information on ice floe</li> </ul>         | <ul style="list-style-type: none"> <li>Flying</li> <li>Interpreting Ice Floe data</li> <li>Coordinating assets</li> </ul>                           | <ul style="list-style-type: none"> <li>Safely</li> <li>Timely</li> <li>Accurate</li> <li>Rapid flow of information</li> <li>Rapid flow of information</li> <li>Accurate information</li> </ul>                               | <ul style="list-style-type: none"> <li>Air Operations Manual</li> <li>Per CO's Standing Orders</li> <li>Per District &amp;/or Area SOP</li> <li>Per Area &amp;/or District SOP</li> </ul>                                         | <ul style="list-style-type: none"> <li>Navigational Fixes</li> <li>Ice floes tracked</li> <li>Assets O/S</li> </ul>                                         | <ul style="list-style-type: none"> <li>Training</li> <li>STAN Visits</li> <li>PQS</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> <li>Training</li> </ul>                   |
| <ul style="list-style-type: none"> <li>ELT - Detection</li> </ul> | <ul style="list-style-type: none"> <li>Coast Guard Units</li> <li>Other Federal LE agencies</li> <li>Department of State</li> <li>State agencies requesting assistance</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Effective, thorough search</li> <li>Detection</li> <li>Skilled &amp; knowledgeable observers</li> </ul> | <ul style="list-style-type: none"> <li>Maritime Security <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> <li>C4</li> </ul> </li> <li>Protection of Natural Resources <ul style="list-style-type: none"> <li>P6</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Search Plan</li> <li>Assets O/S</li> </ul> | <ul style="list-style-type: none"> <li>Flying</li> <li>Searching for Vessels</li> <li>Interpreting data</li> <li>Coordinating O/S assets</li> </ul> | <ul style="list-style-type: none"> <li>Safely</li> <li>Timely</li> <li>Thorough</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Rapid flow of information</li> <li>Accurate information</li> </ul> | <ul style="list-style-type: none"> <li>Air Operations Manual</li> <li>Per CO's Standing Orders</li> <li>Per District &amp;/or Area SOP</li> <li>Per District &amp;/or Area SOP</li> <li>Per Comdt &amp; local policies</li> </ul> | <ul style="list-style-type: none"> <li>Navigational Fixes</li> <li># of vessels sighted</li> <li>Assets aware of information</li> <li>Assets O/S</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>STAN Visits</li> <li>PQS</li> <li>Training</li> <li>Training</li> <li>Checklists</li> <li>Checklists</li> <li>Training</li> </ul> |

**Table 5. Air Station (continued)**

|                                                         |                                                                                                                                                                |                                                                                                                                                                                                                    |                                                                                                                                             |                                                                 |                                                                       |                                                                                                               |                                                                                                                                                             |                                                                                                               |                                                                                                                                              |
|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• MEP</li> </ul> | <ul style="list-style-type: none"> <li>• MSO's</li> <li>• Other Coast Guard Units</li> <li>• Government Agencies</li> <li>• Non-Government Agencies</li> </ul> | <ul style="list-style-type: none"> <li>• On-Time</li> <li>• Reliable</li> <li>• Safe</li> <li>• Accurate Information</li> <li>• Up-to-Date Information</li> <li>• Skilled &amp; knowledgeable observers</li> </ul> | <ul style="list-style-type: none"> <li>• Protection of Natural Resources</li> <li>• P1</li> <li>• P2</li> <li>• P3</li> <li>• P4</li> </ul> | <ul style="list-style-type: none"> <li>• Information</li> </ul> | <ul style="list-style-type: none"> <li>• Flying</li> </ul>            | <ul style="list-style-type: none"> <li>• Safely</li> <li>• Timely</li> </ul>                                  | <ul style="list-style-type: none"> <li>• Per Air Operations Manual</li> <li>• Per CO's Standing Orders</li> <li>• Per Comdt &amp; local policies</li> </ul> | <ul style="list-style-type: none"> <li>• Navigational Fixes</li> <li>• Assets aware of information</li> </ul> | <ul style="list-style-type: none"> <li>• Training</li> <li>• STAN Visits</li> <li>• PQS</li> <li>• Checklists</li> <li>• Training</li> </ul> |
|                                                         |                                                                                                                                                                |                                                                                                                                                                                                                    |                                                                                                                                             |                                                                 | <ul style="list-style-type: none"> <li>• Interpreting data</li> </ul> | <ul style="list-style-type: none"> <li>• Accurate information</li> <li>• Rapid flow of information</li> </ul> |                                                                                                                                                             |                                                                                                               |                                                                                                                                              |

**Table 6. Unit Performance Tables<sup>3/4</sup> Marine Safety Office**

| Mission                                                 | Key Customer                                                                                                                                                                                                                           | Customer Requirement                                                                                                                                                                                                                                    | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                                        | Output                                                                                                                                                                       | Process                                                                                                                                                                                                                                                                                                                                            | Process Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Standard                                                                                                                                                                                                                                                                                                                                                | Measure                                                                                                                                                                                                                                                           | Controlling Strategies                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• MEP</li> </ul> | <ul style="list-style-type: none"> <li>• State &amp; Local Government</li> <li>• Non-Government Organizations</li> <li>• Owner &amp; Operators</li> <li>• Other Federal Agencies</li> <li>• Other Coast Guard Organizations</li> </ul> | <ul style="list-style-type: none"> <li>• Fast Response</li> <li>• No hazardous material spills</li> <li>• Technical Competence</li> <li>• Accurate Information</li> <li>• Timely Information</li> <li>• Professional &amp; courteous service</li> </ul> | <ul style="list-style-type: none"> <li>• Protection of Natural Resources                             <ul style="list-style-type: none"> <li>• P1</li> <li>• P2</li> <li>• P3</li> <li>• P4</li> <li>• P5</li> <li>• P6</li> </ul> </li> <li>• Mobility                             <ul style="list-style-type: none"> <li>• M2</li> <li>• M3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Contingency Response Plans</li> <li>• Pollution/ Investigation Reports</li> <li>• Information during Command and Control</li> </ul> | <ul style="list-style-type: none"> <li>• Contingency Planning &amp; Evaluating (including Risk Management &amp; Assessment)</li> <li>• Responding to casualty</li> <li>• Coordinating resources for response &amp; cleanup</li> <li>• Investigating casualty</li> <li>• Enforcing Laws, Regulations &amp; Treaties</li> <li>• Educating</li> </ul> | <ul style="list-style-type: none"> <li>• Cycle Time</li> <li>• Accurate Information</li> <li>• Fast Response</li> <li>• Accurate Information</li> <li>• Rapid flow of information</li> <li>• Technical Competence</li> <li>• Cycle Time</li> <li>• Professional &amp; courteous service</li> <li>• Accurate Information</li> <li>• Technical Competence</li> <li>• Effective</li> <li>• Technical Competence</li> <li>• Professional &amp; courteous service</li> </ul> | <ul style="list-style-type: none"> <li>• Per Comdt and Local Policies</li> <li>• Per Comdt and Local Policies</li> <li>• Per Comdt and Local Policies</li> <li>• Per Comdt and Local Policies</li> <li>• IAW U.S. Laws, Regulations, Codes, &amp; Treaties</li> <li>• Per CG Regulations &amp; SOP</li> <li>• Per Comdt &amp; Local Policies</li> </ul> | <ul style="list-style-type: none"> <li>• Exercise Score</li> <li>• Response Time</li> <li>• Amount cleaned up/ recovered</li> <li>• Customer Satisfaction</li> <li>• Customer Satisfaction</li> <li>• # of violations</li> <li>• Customer Satisfaction</li> </ul> | <ul style="list-style-type: none"> <li>• Exercises</li> <li>• Training</li> <li>• Checklists</li> <li>• Partnerships</li> <li>• Exercises</li> <li>• Training</li> <li>• Checklists</li> <li>• Exercises</li> <li>• Training</li> <li>• Checklists</li> <li>• Training</li> <li>• Checklists</li> <li>• Training</li> <li>• Checklists</li> <li>• Training</li> </ul> |

**Table 6. Marine Safety Office (continued)**

| Mission                                                           | Key Customer                                                                                                                                                                                                                                            | Customer Requirement                                                                                                                                                                                                                                                                                                                                    | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                                                           | Output                                                                                                                                                                                                                                                                                                                                             | Process                                                                                                                                                                                                                                                                           | Process Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Standard                                                                                                                                                                                                                                                                                                                                                                                                                | Measure                                                                                                                                                                                                                                                                                         | Controlling Strategies                                                                                                                                                                                       |
|-------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Marine Safety</li> </ul> | <ul style="list-style-type: none"> <li>• Passenger Vessel Customers</li> <li>• U.S. Mariners</li> <li>• Owner / Operators</li> <li>• State &amp; local governments</li> <li>• Non-government organizations</li> <li>• Other Federal Agencies</li> </ul> | <ul style="list-style-type: none"> <li>• Fast Response</li> <li>• Technical Competence</li> <li>• No vessel collisions, fires, flooding</li> <li>• Accurate Information</li> <li>• Timely Information</li> <li>• Professional &amp; courteous service</li> <li>• Reduced Cycle Time</li> <li>• Operational &amp; Sufficient Safety Equipment</li> </ul> | <ul style="list-style-type: none"> <li>• Safety <ul style="list-style-type: none"> <li>• S3</li> <li>• S4</li> <li>• S5</li> </ul> </li> <li>• Mobility</li> <li>• Maritime Security <ul style="list-style-type: none"> <li>• P1</li> <li>• P2</li> <li>• P3</li> </ul> </li> <li>• Protection of Natural Resources <ul style="list-style-type: none"> <li>• C2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Licenses</li> <li>• Vessel Certificates</li> <li>• Vessel Plan approvals</li> <li>• Certificate of Compliance/ Non compliance</li> <li>• Investigative Reports</li> <li>• Welding Certificates</li> <li>• Waiver/ Permits for Marine Events</li> <li>• COTP orders</li> <li>• Hot work permits</li> </ul> | <ul style="list-style-type: none"> <li>• Licensing (includes examination &amp; documentation)</li> <li>• Inspecting (includes boarding)</li> <li>• Investigating</li> <li>• Issuing permits</li> <li>• Educating</li> <li>• Enforcing Laws, Regulations &amp; Treaties</li> </ul> | <ul style="list-style-type: none"> <li>• Cycle time</li> <li>• Accurate Information</li> <li>• Professional &amp; courteous service</li> <li>• Cycle Time</li> <li>• Thorough</li> <li>• Technical Competence</li> <li>• Timely</li> <li>• Fast Response</li> <li>• Technical competence</li> <li>• Accurate Documentation</li> <li>• Cycle Time</li> <li>• Professional &amp; courteous service</li> <li>• Timely</li> <li>• Accurate</li> <li>• Technical Competence</li> <li>• Professional &amp; courteous service</li> <li>• Technical Competence</li> <li>• Effective</li> </ul> | <ul style="list-style-type: none"> <li>• Per Marine Safety Manuals and Local Policies</li> <li>• Per Marine Safety Manuals and Local Policies</li> <li>• Per Marine Safety Manuals and Local Policies</li> <li>• Per Marine Safety Manuals and Local Policies</li> <li>• Per Comdt &amp; Local Policies</li> <li>• IAW U.S. Laws, Regulations, Codes, &amp; Treaties</li> <li>• Per CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li>• Cycle Time</li> <li>• Customer Satisfaction</li> <li>• Cycle Time</li> <li>• Customer Satisfaction</li> <li>• Cycle Time</li> <li>• Customer Satisfaction</li> <li>• Cycle Time</li> <li>• Customer Satisfaction</li> <li>• # of violations</li> </ul> | <ul style="list-style-type: none"> <li>• Training</li> <li>• Training</li> <li>• Training</li> <li>• Checklists</li> <li>• Training</li> <li>• Training</li> <li>• Training</li> <li>• Checklists</li> </ul> |

**Table 6. Unit Type: Marine Safety Office (continued)**

| Mission                                                                | Key Customer                                                                                                                                                                                                                   | Customer Requirement                                                                                                                                                    | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                      | Output                                                                                                                                                                 | Process                                                                                                                                                                                                                                                | Process Requirement                                                                                                                                                                                                                                                                   | Standard                                                                                                                                                                                                                                                                                                    | Measure                                                                                                                                                                              | Controlling Strategies                                                                                                                                                                                             |
|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Waterways Management</li> </ul> | <ul style="list-style-type: none"> <li>Owners &amp; Operators</li> <li>Non-Government Organizations</li> <li>State &amp; Local Governments</li> <li>Other Federal Agencies</li> <li>Other Coast Guard Organizations</li> </ul> | <ul style="list-style-type: none"> <li>Clear &amp; safe navigable waterways</li> <li>Accurate Information</li> <li>Timely Information</li> <li>Fast Response</li> </ul> | <ul style="list-style-type: none"> <li>Mobility <ul style="list-style-type: none"> <li>M1</li> <li>M2</li> <li>M3</li> </ul> </li> <li>Safety <ul style="list-style-type: none"> <li>S3</li> <li>S4</li> <li>S5</li> </ul> </li> <li>Protection of Natural Resources <ul style="list-style-type: none"> <li>P1</li> <li>P3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Information (command and control of salvage ops)</li> <li>Safety Zone Permits/waivers</li> <li>Safe Vessel movements</li> </ul> | <ul style="list-style-type: none"> <li>Creating &amp; Enforcing Safety &amp; Security Zones</li> <li>Coordinating removal of navigational hazards</li> <li>Coordinating vessel movement</li> <li>Enforcing Laws, Regulations &amp; Treaties</li> </ul> | <ul style="list-style-type: none"> <li>Timely</li> <li>Effective</li> <li>Fast Response</li> <li>Accurate Information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Technical Competence</li> <li>Effective</li> </ul> | <ul style="list-style-type: none"> <li>Per Marine Safety Manuals and Local policies</li> <li>Per Marine Safety Manuals and Local policies</li> <li>Per Marine Safety Manuals and Local policies</li> <li>IAW U.S. Laws, Regulations, Codes, &amp; Treaties</li> <li>Per CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li>Cycle Time</li> <li>Customer satisfaction</li> <li>% of safe vessel movements as compared to total number</li> <li># of violations</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>Partnering</li> <li>Training</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> </ul>                   |
| <ul style="list-style-type: none"> <li>Port Security</li> </ul>        | <ul style="list-style-type: none"> <li>Department of Defense</li> <li>Other Federal Agencies</li> <li>Other Coast Guard Organizations</li> <li>State &amp; Local Governments</li> <li>Owners &amp; Operators</li> </ul>        | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Accurate Information</li> <li>Effective</li> <li>Easy access to enforcement regulations</li> </ul>        | <ul style="list-style-type: none"> <li>Maritime Security</li> <li>National Defense</li> <li>Mobility <ul style="list-style-type: none"> <li>N2</li> <li>N3</li> <li>N4</li> </ul> </li> </ul>                                                                                                                                                     | <ul style="list-style-type: none"> <li>Military Outload Plan</li> <li>Security Zone</li> </ul>                                                                         | <ul style="list-style-type: none"> <li>Contingency Planning &amp; Evaluating</li> <li>Responding to incidences</li> <li>Coordinating assets</li> <li>Enforcing Laws, Regulations &amp; Treaties</li> </ul>                                             | <ul style="list-style-type: none"> <li>Cycle Time</li> <li>Accurate Information</li> <li>Fast Response</li> <li>Accurate Information</li> <li>Rapid flow of information</li> <li>Technical Competence</li> <li>Effective</li> </ul>                                                   | <ul style="list-style-type: none"> <li>Per Comdt &amp; local policies</li> <li>Per Comdt &amp; local policies</li> <li>Per Area &amp;/or District SOP</li> <li>W U.S. Laws, Regulations, Codes, &amp; Treaties</li> <li>Per CG Regulations &amp; SOP</li> </ul>                                             | <ul style="list-style-type: none"> <li>Cycle time</li> <li>Drill Scores</li> <li># of incidents</li> <li>Assets O/S</li> <li># of violations</li> </ul>                              | <ul style="list-style-type: none"> <li>Exercises</li> <li>Training</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> <li>Training</li> <li>Exercises</li> <li>Training</li> <li>Checklists</li> </ul> |

**Table 7. Unit Performance Tables¾ Small Boat Station**

| Mission                                                            | Key Customer                                                                                                                                                                    | Customer Requirement                                                                                                                                                                                                       | Strategic & Performance Goal                                                                                                     | Output                                                                                                                                                        |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• SAR - Search</li> </ul>   | <ul style="list-style-type: none"> <li>• Family members of overdue mariner</li> <li>• Mariner calling for assistance</li> <li>• Other agencies requesting assistance</li> </ul> | <ul style="list-style-type: none"> <li>• Caring &amp; Professional Service</li> <li>• Fast Response</li> <li>• Effective, thorough search</li> <li>• Detection</li> <li>• Skilled &amp; knowledgeable observers</li> </ul> | <ul style="list-style-type: none"> <li>• Safety <ul style="list-style-type: none"> <li>• S1</li> <li>• S2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Search Plan</li> <li>• Assets O/S</li> </ul>                                                                         |
| <ul style="list-style-type: none"> <li>• SAR - Rescue</li> </ul>   | <ul style="list-style-type: none"> <li>• Mariner(s) in distress</li> </ul>                                                                                                      | <ul style="list-style-type: none"> <li>• Fast Response</li> <li>• Mariner(s) &amp; property saved</li> </ul>                                                                                                               | <ul style="list-style-type: none"> <li>• Safety <ul style="list-style-type: none"> <li>• S1</li> <li>• S2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Lives Saved</li> <li>• Property Saved</li> </ul>                                                                     |
| <ul style="list-style-type: none"> <li>• Boating Safety</li> </ul> | <ul style="list-style-type: none"> <li>• Commercial &amp; Recreation Mariner</li> </ul>                                                                                         | <ul style="list-style-type: none"> <li>• Courteous Service</li> <li>• Knowledgeable &amp; Skilled boarding officers</li> </ul>                                                                                             | <ul style="list-style-type: none"> <li>• Safety <ul style="list-style-type: none"> <li>• S3</li> <li>• S4</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Boarding Report (eg. 4100, CME, etc.)</li> <li>• Examination</li> <li>• Recommendations to enhance safety</li> </ul> |

| Process                                                                                                                                                                                  | Process Requirement                                                                                                                                                                                                                     | Standard                                                                                                                                                                                                                                                                                | Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Controlling Strategies                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Handling calls for assistance</li> <li>• Navigating</li> <li>• Searching for Mariners in distress</li> <li>• Coordinating O/S assets</li> </ul> | <ul style="list-style-type: none"> <li>• Accuracy</li> <li>• Timely</li> <li>• Accuracy</li> <li>• Timely</li> <li>• Fast Response</li> <li>• Detection</li> <li>• Rapid flow of information</li> <li>• Accurate information</li> </ul> | <ul style="list-style-type: none"> <li>• Per CO/OIC's Standing Orders</li> <li>• Per Comdt Directives</li> <li>• Per CO/OIC's Standing Orders</li> <li>• Within "Bravo" Status</li> <li>• Per SAR Manual</li> <li>• Per SAR Manual</li> <li>• Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>• Data sheet completed</li> <li>• Navigational Fixes</li> <li>• Minutes to respond per Bravo Status</li> <li>• Probability of Detection (POD)</li> <li>• Assets O/S</li> <li>• Lives Saved/Lives Saved + Lives Lost after notification</li> <li>• Property Lost/Saved</li> <li>• % accurate completion of 4100</li> <li>• % in compliance</li> <li>• Cycle Time</li> <li>• % of MISHAPs</li> <li>• Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>• Training</li> <li>• RFO Inspections</li> <li>• PQS</li> <li>• Training</li> <li>• RFO Inspections</li> <li>• Checklists</li> <li>• Training</li> <li>• RFO Inspections</li> <li>• Checklists</li> <li>• Training</li> <li>• RFO Inspections</li> <li>• PQS</li> <li>• Training</li> <li>• RFO Inspections</li> <li>• PQS</li> </ul> |
| <ul style="list-style-type: none"> <li>• Rescuing</li> </ul>                                                                                                                             | <ul style="list-style-type: none"> <li>• Safe</li> </ul>                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• Per SAR Manual</li> <li>• Per Boat Crew Seamanship Manual</li> <li>• Per First Aid Protocol</li> </ul>                                                                                                                                         | <ul style="list-style-type: none"> <li>• Lives Saved/Lives Saved + Lives Lost after notification</li> <li>• Property Lost/Saved</li> </ul>                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>• Training</li> <li>• RFO Inspections</li> <li>• PQS</li> <li>• Checklists</li> </ul>                                                                                                                                                                                                                                                 |
| <ul style="list-style-type: none"> <li>• Boarding</li> <li>• Launching Small Boat</li> </ul>                                                                                             | <ul style="list-style-type: none"> <li>• Quality</li> <li>• Quantity</li> <li>• Fast Cycle Time</li> <li>• Safely launched</li> </ul>                                                                                                   | <ul style="list-style-type: none"> <li>• IAW MLE Manual</li> <li>• IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>• IAW CG Regulations &amp; SOP</li> <li>• Per Unit SOP</li> <li>• Per Boat Crew Seamanship Manual</li> </ul>                                               | <ul style="list-style-type: none"> <li>• % accurate completion of 4100</li> <li>• % in compliance</li> <li>• Cycle Time</li> <li>• % of MISHAPs</li> <li>• Cycle Time</li> </ul>                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• Training</li> <li>• PQS</li> <li>• Checklists</li> <li>• Training</li> <li>• RFO Inspections</li> <li>• PQS</li> </ul>                                                                                                                                                                                                              |

**Table 7. Small Boat Station (continued)**

| Mission                                                                        | Key Customer                                                                                                                                                                                                                                           | Customer Requirement                                                                                                                                                                                   | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Output                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>MLE (Regulatory Enforcement)</li> </ul> | <ul style="list-style-type: none"> <li>NMFS</li> <li>Customs Service</li> <li>DEA</li> <li>INS</li> <li>FBI</li> <li>Fisheries Management Councils</li> <li>Department of State</li> <li>Other Federal/State agencies requesting assistance</li> </ul> | <ul style="list-style-type: none"> <li>Knowledgeable &amp; skilled boarding officers</li> <li>Thorough &amp; fair enforcement</li> <li>Mission ready</li> </ul>                                        | <ul style="list-style-type: none"> <li>Safety               <ul style="list-style-type: none"> <li>S3</li> <li>S4</li> <li>S5</li> </ul> </li> <li>Protection of Natural Resources               <ul style="list-style-type: none"> <li>P1</li> <li>P2</li> <li>P5</li> <li>P6</li> </ul> </li> <li>Mobility               <ul style="list-style-type: none"> <li>M2</li> <li>M3</li> </ul> </li> <li>Maritime Security               <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Boarding report(s) (eg. 4100)</li> <li>Citation (as necessary)</li> <li>Sighting Report</li> <li>Mariner in compliance with U.S. Laws, Regulations, Codes, &amp; Treaties</li> </ul> |
| <ul style="list-style-type: none"> <li>MEP</li> </ul>                          | <ul style="list-style-type: none"> <li>MSO's</li> <li>Other Coast Guard Units</li> <li>Government Agencies</li> <li>Non-Government Agencies</li> </ul>                                                                                                 | <ul style="list-style-type: none"> <li>On-Time</li> <li>Reliable</li> <li>Safe</li> <li>Accurate Information</li> <li>Up-to-Date Information</li> <li>Skilled &amp; knowledgeable observers</li> </ul> | <ul style="list-style-type: none"> <li>Protection of Natural Resources               <ul style="list-style-type: none"> <li>P1</li> <li>P2</li> <li>P3</li> <li>P4</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>Information</li> </ul>                                                                                                                                                               |

| Process                                                                                                                                                                               | Process Requirement                                                                                                                                                                                                                                                     | Standard                                                                                                                                                                                                                                                                                                                                               | Measure                                                                                                                                                                                                                                              | Controlling Strategies                                                                                                                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Searching for vessels to board</li> <li>Navigating</li> <li>Coordinating O/S assets</li> <li>Launching Small Boat</li> <li>Boarding</li> </ul> | <ul style="list-style-type: none"> <li>High Probability of Detection</li> <li>Accuracy</li> <li>Timely</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Safely launched</li> <li>Quality</li> <li>Quantity</li> <li>Fast Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Per District, Group, Unit SOP</li> <li>Per CO/OIC's Standing Orders</li> <li>Per District, Group, Unit SOP</li> <li>Per Station SOP</li> <li>Per Boat Crew Seamanship Manual</li> <li>IAW MLE Manual</li> <li>IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>IAW CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li># of vessels sighted</li> <li>Navigational Fixes</li> <li>Assets O/S</li> <li>% of MISHAPs</li> <li>Cycle Time</li> <li>% accurate completion of 4100</li> <li>% in compliance</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>Training</li> <li>RFO Inspections</li> <li>PQS</li> <li>Checklists</li> <li>Training</li> <li>RFO Inspections</li> <li>PQS</li> <li>Training</li> <li>PQS</li> <li>Checklists</li> </ul> |
| <ul style="list-style-type: none"> <li>Navigating</li> <li>Interpreting data</li> </ul>                                                                                               | <ul style="list-style-type: none"> <li>Accuracy</li> <li>Timely</li> <li>Accurate information</li> <li>Rapid flow of information</li> </ul>                                                                                                                             | <ul style="list-style-type: none"> <li>Per CO/OIC's Standing Orders</li> <li>Per Comdt &amp; local policies</li> </ul>                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>Navigational Fixes</li> <li>Assets aware of information</li> </ul>                                                                                                                                            | <ul style="list-style-type: none"> <li>Training</li> <li>RFO Inspection</li> <li>PQS</li> <li>Checklists</li> <li>Training</li> </ul>                                                                                                             |



**Table 7. Small Boat Station (continued)**

| Mission                                                         | Key Customer                                                                                                                                 | Customer Requirement                                                                                                                                                  | Strategic & Performance Goal                                                                                                                                                                                                                                                                                         | Output                                                                                                                                               | Process                                                                                                                                                                               | Process Requirement                                                                                                                                                                                                                                                     | Standard                                                                                                                                                                                                                                                                                                                                                | Measure                                                                                                                                                                                                                                              | Controlling Strategies                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>MLE (seizure)</li> </ul> | <ul style="list-style-type: none"> <li>Department of Justice</li> <li>State &amp; local LE Agencies</li> </ul>                               | <ul style="list-style-type: none"> <li>Accurate documentation of seizure/ arrest</li> <li>Chain of evidence safeguarded</li> <li>Prisoner's rights awarded</li> </ul> | <ul style="list-style-type: none"> <li>Protection of Natural Resources                             <ul style="list-style-type: none"> <li>P5</li> <li>P6</li> </ul> </li> <li>Maritime Security                             <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Boarding Report(s)</li> <li>Seizure/case package</li> <li>Evidence</li> <li>Accused Perpetrator(s)</li> </ul> | <ul style="list-style-type: none"> <li>Arresting &amp; Seizing</li> </ul>                                                                                                             | <ul style="list-style-type: none"> <li>Accuracy</li> <li>Thorough</li> </ul>                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>IAW CG Regulations &amp; Policies</li> </ul>                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>% accurate completion of case file</li> </ul>                                                                                                                                                                 | <ul style="list-style-type: none"> <li>Training</li> <li>Checklist</li> </ul>                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>AMIO</li> </ul>          | <ul style="list-style-type: none"> <li>INS</li> <li>Department of State</li> <li>National Security Council</li> <li>Border Patrol</li> </ul> | <ul style="list-style-type: none"> <li>Knowledgeable &amp; skilled boarding officers</li> <li>Thorough enforcement</li> <li>Mission ready</li> </ul>                  | <ul style="list-style-type: none"> <li>Maritime Security                             <ul style="list-style-type: none"> <li>C2</li> </ul> </li> </ul>                                                                                                                                                                | <ul style="list-style-type: none"> <li>Lives Saved</li> <li>Repatriated Illegal Aliens</li> <li>Economic &amp; Social Guardianship</li> </ul>        | <ul style="list-style-type: none"> <li>Searching for vessels to board</li> <li>Navigating</li> <li>Coordinating O/S assets</li> <li>Launching Small Boat</li> <li>Boarding</li> </ul> | <ul style="list-style-type: none"> <li>High Probability of Detection</li> <li>Accuracy</li> <li>Timely</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Safely launched</li> <li>Quality</li> <li>Quantity</li> <li>Fast Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Per District, Group, Unit SOP</li> <li>Per CO/OIC's Standing Orders</li> <li>Per District, Group, Unit SOP</li> <li>Per Stations SOP</li> <li>Per Boat Crew Seamanship Manual</li> <li>IAW MLE Manual</li> <li>IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>IAW CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li># of vessels sighted</li> <li>Navigational Fixes</li> <li>Assets O/S</li> <li>% of MISHAPs</li> <li>Cycle Time</li> <li>% accurate completion of 4100</li> <li>% in compliance</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>Training</li> <li>RFO Inspections</li> <li>PQS</li> <li>Checklists</li> <li>Training</li> <li>RFO Inspections</li> <li>PQS</li> <li>Training</li> <li>PQS</li> <li>RFO Inspections</li> <li>Checklists</li> </ul> |

**Table 7. Small Boat Station (continued)**

| Mission                                                         | Key Customer                                                                                                                                                                                                            | Customer Requirement                                                                                                                                             | Strategic & Performance Goal                                                                                                                        | Output                                                                    | Process                                                                                                                                                     | Process Requirement                                                                                                                                                               | Standard                                                                                                                                                                                                                       | Measure                                                                                                       | Controlling Strategies                                                                                                                                                                                                    |
|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Port Security</li> </ul> | <ul style="list-style-type: none"> <li>Department of Defense</li> <li>Other Federal Agencies</li> <li>Other Coast Guard Organizations</li> <li>State &amp; Local Governments</li> <li>Owners &amp; Operators</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Accurate Information</li> <li>Effective</li> <li>Easy access to enforcement regulations</li> </ul> | <ul style="list-style-type: none"> <li>Maritime Security</li> <li>National Defense</li> <li>Mobility</li> <li>N2</li> <li>N3</li> <li>N4</li> </ul> | <ul style="list-style-type: none"> <li>Protected Security Zone</li> </ul> | <ul style="list-style-type: none"> <li>Responding to incidences</li> <li>Coordinating assets</li> <li>Enforcing Laws, Regulations &amp; Treaties</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Accurate Information</li> <li>Rapid flow of information</li> <li>Technical Competence</li> <li>Effective</li> </ul> | <ul style="list-style-type: none"> <li>Per Comdt &amp; local policies</li> <li>Per District, Group, COTP, Unit SOP</li> <li>IAW U.S. Laws, Regulations, Codes, &amp; Treaties</li> <li>Per CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li># of incidents</li> <li>Assets O/S</li> <li># of violations</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>Checklists</li> <li>RFO Inspections</li> <li>Training</li> <li>Checklists</li> <li>Exercises</li> <li>Training</li> <li>Checklists</li> <li>Exercises</li> </ul> |

**Table 8. Unit Performance Tables<sup>3/4</sup> Aids to Navigation Teams**

| Mission                                                  | Key Customer                                                                                                                                                          | Customer Requirement                                                                                                 | Strategic & Performance Goal                                                                                                                                                                                                                                                                                   | Output                                                                                                      | Process                                                                                                                                                                                                                                                            | Process Requirement                                                                                                                                                                                                                                                | Standard                                                                                                                                                                                                                                    | Measure                                                                                                                                                                                                                                              | Controlling Strategies                                                                                                                                                                             |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• ATON</li> </ul> | <ul style="list-style-type: none"> <li>• Local Waterways Users (e.g., Commercial Bulk Carriers, Fishing Vessels, Recreational Vessels, Ferries, Tugs, etc)</li> </ul> | <ul style="list-style-type: none"> <li>• Reliable Aids</li> <li>• Accurate Aids</li> <li>• Operating Aids</li> </ul> | <ul style="list-style-type: none"> <li>• Mobility                             <ul style="list-style-type: none"> <li>• M1</li> <li>• M2</li> <li>• M3</li> </ul> </li> <li>• Safety                             <ul style="list-style-type: none"> <li>• S3</li> <li>• S4</li> <li>• S5</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Navigable Waterway</li> <li>• Accurately positioned Aid</li> </ul> | <ul style="list-style-type: none"> <li>• Transporting Small Boat</li> <li>• Launching &amp; Recovering Small Boat</li> <li>• Navigating</li> <li>• Servicing and Maintaining Aids to Navigation</li> <li>• Responding to Inoperative Aids to Navigation</li> </ul> | <ul style="list-style-type: none"> <li>• Safely</li> <li>• Safely</li> <li>• Accuracy</li> <li>• Timely</li> <li>• Accurately positioned</li> <li>• Aid operational</li> <li>• Fast cycle time</li> <li>• Safe</li> <li>• Fast Response</li> <li>• Safe</li> </ul> | <ul style="list-style-type: none"> <li>• Per OIC Standing Orders</li> <li>• OIC's Standing Orders</li> <li>• OIC's Standing Orders</li> <li>• Per ATON Manuals and local policies</li> <li>• Per ATON Manuals and local policies</li> </ul> | <ul style="list-style-type: none"> <li>• % of MISHAPs</li> <li>• % of MISHAPs</li> <li>• Navigational Fixes</li> <li>• Aid Availability Rating</li> <li>• Time to service aid</li> <li>• % of MISHAPs</li> <li>• % time within DRF factor</li> </ul> | <ul style="list-style-type: none"> <li>• Training</li> <li>• Training</li> <li>• Training</li> <li>• PQS</li> <li>• Training</li> <li>• PQS</li> <li>• Scheduling</li> <li>• Checklists</li> </ul> |

**Table 9. Unit Performance Tables<sup>3/4</sup> Tactical Law Enforcement Team**

| Mission                                                                        | Key Customer                                                                                                                                                                                                                              | Customer Requirement                                                                                                                                                  | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Output                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>MLE (Regulatory Enforcement)</li> </ul> | <ul style="list-style-type: none"> <li>Customs Service</li> <li>DEA</li> <li>INS</li> <li>FBI</li> <li>Fisheries Management Councils</li> <li>Department of State</li> <li>Other Federal/ State agencies requesting assistance</li> </ul> | <ul style="list-style-type: none"> <li>Knowledgeable &amp; skilled boarding officers</li> <li>Thorough enforcement</li> <li>Mission ready</li> </ul>                  | <ul style="list-style-type: none"> <li>Safety                             <ul style="list-style-type: none"> <li>S3</li> <li>S4</li> <li>S5</li> </ul> </li> <li>Protection of Natural Resources                             <ul style="list-style-type: none"> <li>P1</li> <li>P2</li> <li>P5</li> <li>P6</li> </ul> </li> <li>Mobility                             <ul style="list-style-type: none"> <li>M2</li> <li>M3</li> </ul> </li> <li>Maritime Security                             <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Boarding report(s) (eg. 4100)</li> <li>Citation (as necessary)</li> <li>Sighting Report</li> <li>Mariner in compliance with U.S. Laws, Regulations, Codes, &amp; Treaties</li> </ul> |
| <ul style="list-style-type: none"> <li>MLE (seizure)</li> </ul>                | <ul style="list-style-type: none"> <li>Department of Justice</li> </ul>                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Accurate documentation of seizure/ arrest</li> <li>Chain of evidence safeguarded</li> <li>Prisoner's rights awarded</li> </ul> | <ul style="list-style-type: none"> <li>Protection of Natural Resources                             <ul style="list-style-type: none"> <li>P5</li> <li>P6</li> </ul> </li> <li>Maritime Security                             <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Boarding Report(s)</li> <li>Seizure/case package</li> <li>Evidence</li> <li>Accused Perpetrator(s)</li> </ul>                                                                        |

  

| Process                                                                                                                             | Process Requirement                                                                                                                                                                                          | Standard                                                                                                                                                                                                                                     | Measure                                                                                                                                                                        | Controlling Strategies                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Searching for vessels to board</li> <li>Coordinating O/S assets</li> <li>Boarding</li> </ul> | <ul style="list-style-type: none"> <li>High Probability of Detection</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Quality</li> <li>Quantity</li> <li>Fast Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Per District &amp;/or Area SOP</li> <li>Per Area &amp;/or District SOP</li> <li>MLE Manual</li> <li>IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>IAW CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li># of vessels sighted</li> <li>Assets O/S</li> <li>% accurate completion of 4100</li> <li>% in compliance</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>Checklists</li> <li>Training</li> <li>PQS</li> <li>Checklists</li> <li>Training</li> <li>Checklist</li> </ul> |
| <ul style="list-style-type: none"> <li>Arresting &amp; Seizing</li> </ul>                                                           | <ul style="list-style-type: none"> <li>Accuracy</li> <li>Thorough</li> </ul>                                                                                                                                 | <ul style="list-style-type: none"> <li>IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>IAW CG Regulations &amp; Policies</li> </ul>                                                                                                | <ul style="list-style-type: none"> <li>% accurate completion of case file</li> </ul>                                                                                           | <ul style="list-style-type: none"> <li>Training</li> <li>Checklist</li> </ul>                                                                                          |

\*Based on the performance of Navy Asset on which TACLET is deployed

**Table 9. Tactical Law Enforcement Team (continued)**

| Mission                                                      | Key Customer                                                                                                                | Customer Requirement                                                                                                                                       | Strategic & Performance Goal                                                                                                  | Output                                                                                                                                                                           | Process                                                                                                                                   | Process Requirement                                                                                                                                                                                                                                                                                       | Standard                                                                                                                                                                                                                                                   | Measure                                                                                                                                                                                  | Controlling Strategies                                                                                                                                          |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• AMIO</li> </ul>     | <ul style="list-style-type: none"> <li>• INS</li> <li>• Department of State</li> <li>• National Security Council</li> </ul> | <ul style="list-style-type: none"> <li>• Knowledgeable &amp; skilled boarding officers</li> <li>• Thorough enforcement</li> <li>• Mission ready</li> </ul> | <ul style="list-style-type: none"> <li>• Maritime Security <ul style="list-style-type: none"> <li>• C2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Lives Saved</li> <li>• Repatriated Illegal Aliens</li> <li>• Economic &amp; Social Guardianship</li> </ul>                              | <ul style="list-style-type: none"> <li>• Searching for vessels to board</li> <li>• Coordinating O/S assets</li> <li>• Boarding</li> </ul> | <ul style="list-style-type: none"> <li>• High Probability of Detection</li> <li>• Rapid flow of information</li> <li>• Accurate information</li> <li>• Quality</li> <li>• Quantity</li> <li>• Fast Cycle Time</li> </ul>                                                                                  | <ul style="list-style-type: none"> <li>• Per District &amp;/or Area SOP</li> <li>• Per Area &amp;/or District SOP</li> <li>• IAW MLE Manual</li> <li>• IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>• IAW CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li>• # of vessels sighted</li> <li>• Assets O/S</li> <li>• % accurate completion of 4100</li> <li>• % in compliance</li> <li>• Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>• Training</li> <li>• Checklists</li> <li>• Training</li> <li>• Training</li> <li>• PQS</li> <li>• Checklists</li> </ul> |
| <ul style="list-style-type: none"> <li>• Training</li> </ul> | <ul style="list-style-type: none"> <li>• Cutters</li> <li>• Small Boat Stations</li> <li>• DOD Units</li> </ul>             | <ul style="list-style-type: none"> <li>• Knowledgeable &amp; skilled boarding officers</li> <li>• Mission Ready</li> </ul>                                 | <ul style="list-style-type: none"> <li>Indirectly support all goals by keeping unit personnel skilled in MLE</li> </ul>       | <ul style="list-style-type: none"> <li>• Skilled Boarding Officers</li> <li>• Skilled Boarding Team members</li> <li>• Skilled members in coordinating MLE operations</li> </ul> | <ul style="list-style-type: none"> <li>• Delivering Course Curriculum</li> <li>• Developing Course Curriculum &amp;/or Modules</li> </ul> | <ul style="list-style-type: none"> <li>• Performance-Based</li> <li>• Student centered</li> <li>• Become skilled in new job performance</li> <li>• Gain self-confidence in new skills</li> <li>• Cost effective</li> <li>• Student centered</li> <li>• Performance based</li> <li>• Achievable</li> </ul> | <ul style="list-style-type: none"> <li>• Per Curriculum Outline</li> <li>• Per Instructional System Design Model</li> </ul>                                                                                                                                | <ul style="list-style-type: none"> <li>• Kirkpatrick Level I, II &amp; III evaluation</li> <li>• Kirkpatrick Level I, II &amp; III evaluation</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Training</li> <li>• Job-Aids</li> <li>• Training</li> <li>• Job-Aids</li> </ul>                                        |

| Mission                                                                                                                                   | Key Customer                                                                                                                                                                                                 | Customer Requirement                                                                                                                                                                       | Strategic & Performance Goal                                                                                                                    | Output                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Provide Communication Services for units operating on or above the marine environment</li> </ul> | <ul style="list-style-type: none"> <li>• Coast Guard Cutters</li> <li>• CG Aircrafts</li> <li>• Commercial Fishing vessels</li> <li>• Commercial Shipping Vessels</li> <li>• Recreational Boaters</li> </ul> | <ul style="list-style-type: none"> <li>• On time</li> <li>• Accurate communications</li> <li>• Good connections</li> <li>• Knowledgeable &amp; Skilled communications operators</li> </ul> | Indirectly supports all CG goals by maintaining communications systems for Coast Guard operations and for mariners to safely transit the oceans | <ul style="list-style-type: none"> <li>• Voice and Data Communication Services</li> <li>• Emergency Communications</li> </ul> |
|                                                                                                                                           |                                                                                                                                                                                                              |                                                                                                                                                                                            |                                                                                                                                                 | <ul style="list-style-type: none"> <li>• Skilled Communication System Operators</li> </ul>                                    |

**Table 11. Unit Performance Tables<sup>3/4</sup> Area, District, and Group Office**

| Mission                                                        | Key Customer                                                                                                                                                                                                                 | Customer Requirement                                                                                                                                                                                                                                      | Strategic & Performance Goal                                                                                                                           | Output                                                                                                                                                                  | Process                                                                                                                                                                                               | Process Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Standard                                                                                                                                                                                                                                                         | Measure                                                                                                                                                                                                                                                                                                                                                                                                                           | Controlling Strategies                                                                                                                                                                                               |
|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>SAR - Search</li> </ul> | <ul style="list-style-type: none"> <li>Family members of overdue mariner</li> <li>Mariner calling for assistance</li> <li>Other agencies requesting assistance</li> <li>Search Rescue Unit</li> <li>O/S Commander</li> </ul> | <ul style="list-style-type: none"> <li>Caring &amp; Professional Service</li> <li>Fast Response</li> <li>Effective, thorough search</li> <li>Detection</li> <li>Sufficient resources</li> <li>Timely information</li> <li>Accurate information</li> </ul> | <ul style="list-style-type: none"> <li>Safety                             <ul style="list-style-type: none"> <li>S1</li> <li>S2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Search/ Action Plan</li> <li>Assets O/S</li> <li>Information</li> <li>Policies</li> <li>Boundaries</li> <li>Resources</li> </ul> | <ul style="list-style-type: none"> <li>Handling calls for assistance</li> <li>Search Planning for Mariners in distress</li> <li>Coordinating O/S assets</li> <li>Disseminating Information</li> </ul> | <ul style="list-style-type: none"> <li>Fast response</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Fast Response</li> <li>Clear</li> <li>Detection</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant Information</li> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time</li> <li>Rapid flow of information</li> <li>Accurate information</li> </ul> | <ul style="list-style-type: none"> <li>Per SAR Manual</li> <li>Per Area &amp;/or District SOP</li> <li>Per SAR Manual</li> <li>Per SAR Manual</li> <li>Per Area &amp;/or District SOP</li> <li>Per SAR Manual</li> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>Completed data sheet</li> <li>Cycle Time</li> <li>Probability of Detection (POD)</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Assets O/S</li> <li>Customer satisfaction</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Lives Saved/Lives Saved + Lives Lost after notification</li> <li>Property Lost/Saved</li> <li>Cycle Time</li> <li>Assets O/S</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> </ul> |
| <ul style="list-style-type: none"> <li>SAR - Rescue</li> </ul> | <ul style="list-style-type: none"> <li>Mariner(s) in distress</li> <li>Search Rescue Unit</li> <li>O/S Commander</li> </ul>                                                                                                  | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Mariner(s) &amp; property saved</li> <li>Sufficient resources</li> <li>Timely information</li> </ul>                                                                                        | <ul style="list-style-type: none"> <li>Safety                             <ul style="list-style-type: none"> <li>S1</li> <li>S2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Lives Saved</li> <li>Property Saved</li> <li>Resources</li> <li>Information</li> <li>Plan</li> </ul>                             | <ul style="list-style-type: none"> <li>Planning</li> <li>Coordinating</li> </ul>                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Per SAR Manual</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> </ul>                                                                                                                 | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Lives Saved/Lives Saved + Lives Lost after notification</li> <li>Property Lost/Saved</li> <li>Cycle Time</li> <li>Assets O/S</li> </ul>                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>Training</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> </ul>                                                                                                 |

**Table 11. Area, District, and Group Office (continued)**

| Mission                                                                | Key Customer                                                                                                                            | Customer Requirement                                                                                                                                     | Strategic & Performance Goal                                                                                                             | Output                                                                                                                                                                                                                                  | Process                                                                                                                                              | Process Requirement                                                                                                                                                                                                                                                                                                                       | Standard                                                                                                                                                                                                 | Measure                                                                                                                                                                                                                                                                       | Controlling Strategies                                                                                                  |
|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>SAR - Rescue (cont.)</li> </ul> |                                                                                                                                         |                                                                                                                                                          |                                                                                                                                          |                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>Disseminating Information</li> </ul>                                                                          | <ul style="list-style-type: none"> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> </ul>                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> </ul>                                                                                                                         | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> </ul>                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Training</li> <li>Checklists</li> </ul>                                          |
| <ul style="list-style-type: none"> <li>Boating Safety</li> </ul>       | <ul style="list-style-type: none"> <li>Commercial &amp; Recreational Mariner</li> <li>CG Auxiliaries</li> <li>CG Unit CO/OIC</li> </ul> | <ul style="list-style-type: none"> <li>Courteous Service</li> <li>Knowledgeable &amp; Skilled boarding officers</li> <li>Sufficient resources</li> </ul> | <ul style="list-style-type: none"> <li>Safety               <ul style="list-style-type: none"> <li>S3</li> <li>S4</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Recommendations to enhance boating safety</li> <li>Information</li> <li>Goals</li> <li>Policies</li> <li>Boundaries</li> <li>Requests and Proposals</li> <li>Resources</li> <li>Plans</li> </ul> | <ul style="list-style-type: none"> <li>Planning</li> <li>Coordinating</li> <li>Disseminating Information</li> <li>Managing CG Auxiliaries</li> </ul> | <ul style="list-style-type: none"> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> <li>Employed</li> <li>Treated as valued members in the CG</li> </ul> | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Cycle Time</li> <li>Assets O/S</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Customer Satisfaction</li> <li>% of operations with CG Auxiliaries assistance</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> <li>Checklist</li> </ul> |



**Table 11. Area, District, and Group Office (continued)**

| Mission                                                                        | Key Customer                                                                                                                                                                                                                                                                    | Customer Requirement                                                                                                                                                               | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                                                                                                                               | Output                                                                                                                                                                                                                                                                                                                  | Process                                                                                                                                                                           | Process Requirement                                                                                                                                                                                                                                                                                                                                                                                                                        | Standard                                                                                                                                                                                                                                                                                                      | Measure                                                                                                                                                                                                                                                                                                                    | Controlling Strategies                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>MLE (Regulatory Enforcement)</li> </ul> | <ul style="list-style-type: none"> <li>NMFS</li> <li>Customs Service</li> <li>DEA</li> <li>INS</li> <li>FBI</li> <li>Fisheries Management Councils</li> <li>Department of State</li> <li>Other Federal/ State agencies requesting assistance</li> <li>CG Unit CO/OIC</li> </ul> | <ul style="list-style-type: none"> <li>Knowledgeable &amp; skilled boarding officers</li> <li>Thorough enforcement</li> <li>Mission ready</li> <li>Sufficient resources</li> </ul> | <ul style="list-style-type: none"> <li>Safety <ul style="list-style-type: none"> <li>S3</li> <li>S4</li> <li>S5</li> </ul> </li> <li>Protection of Natural Resources <ul style="list-style-type: none"> <li>P1</li> <li>P2</li> <li>P5</li> <li>P6</li> </ul> </li> <li>Mobility <ul style="list-style-type: none"> <li>M2</li> </ul> </li> <li>Maritime Security <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Sighting Report</li> <li>Intel Report</li> <li>Mariner in compliance with U.S. Laws, Regulations, Codes, &amp; Treaties</li> <li>Information</li> <li>Goals</li> <li>Policies</li> <li>Boundaries</li> <li>Requests &amp; Proposals</li> <li>Resources</li> <li>Plans</li> </ul> | <ul style="list-style-type: none"> <li>Handling calls for assistance</li> <li>Planning</li> <li>Coordinating</li> <li>Disseminating Information</li> <li>Investigating</li> </ul> | <ul style="list-style-type: none"> <li>Fast response</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time to develop</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> <li>Fast cycle time</li> <li>Accuracy</li> <li>Thorough</li> </ul> | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>IAW CG Regulations &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Completed data sheet</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Cycle Time</li> <li>Assets O/S</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Cycle Time</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Customer Satisfaction</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> </ul> |

**Table 11. Area, District, and Group Office (continued)**

| Mission                                                            | Key Customer                                                                                                                    | Customer Requirement                                                                                                                                                                                | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                             | Output                                                                                                                                                                                                                                                                 | Process                                                                                                                                                                 | Process Requirement                                                                                                                                                                                                                                                                                            | Standard                                                                                                                                                                                                                                                              | Measure                                                                                                                                                                                                                            | Controlling Strategies                                                                                                                    |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>MLE (seizure)</li> </ul>    | <ul style="list-style-type: none"> <li>Department of Justice</li> <li>CG Unit CO/OIC</li> </ul>                                 | <ul style="list-style-type: none"> <li>Accurate documentation of seizure/ arrest</li> <li>Chain of evidence safeguarded</li> <li>Prisoner's rights awarded</li> <li>Sufficient resources</li> </ul> | <ul style="list-style-type: none"> <li>Protection of Natural Resources                             <ul style="list-style-type: none"> <li>P5</li> <li>P6</li> </ul> </li> <li>Maritime Security                             <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> </ul> </li> </ul>                                     | <ul style="list-style-type: none"> <li>Seizure/case package</li> <li>Evidence</li> <li>Accused Perpetrator(s)</li> <li>Information</li> <li>Goals</li> <li>Policies</li> <li>Boundaries</li> <li>Requests &amp; Proposals</li> <li>Resources</li> <li>Plans</li> </ul> | <ul style="list-style-type: none"> <li>Planning</li> <li>Coordinating</li> <li>Disseminating Information</li> <li>Enforcing Laws, Regulations &amp; Treaties</li> </ul> | <ul style="list-style-type: none"> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> <li>Accuracy</li> <li>Thorough</li> </ul> | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>IAW U.S. Laws, Regulations, Codes &amp; Treaties</li> <li>IAW CG Regulations &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Cycle Time</li> <li>Assets O/S</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>% accurate completion of case file</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> <li>Training</li> <li>Checklist</li> </ul> |
| <ul style="list-style-type: none"> <li>Nations Building</li> </ul> | <ul style="list-style-type: none"> <li>Department of State</li> <li>National Security Agency</li> <li>CG Unit CO/OIC</li> </ul> | <ul style="list-style-type: none"> <li>Mission ready</li> <li>Professional image</li> </ul>                                                                                                         | <ul style="list-style-type: none"> <li>Protection of Natural Resources                             <ul style="list-style-type: none"> <li>P1</li> <li>P2</li> <li>P3</li> <li>P5</li> <li>P6</li> </ul> </li> <li>Maritime Security                             <ul style="list-style-type: none"> <li>C1</li> <li>C2</li> <li>C3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Enhanced Foreign Relations</li> <li>Information</li> <li>Goals</li> <li>Policies</li> <li>Boundaries</li> <li>Requests and Proposals</li> <li>Resources</li> <li>Plans</li> </ul>                                               | <ul style="list-style-type: none"> <li>Planning</li> </ul>                                                                                                              | <ul style="list-style-type: none"> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time</li> </ul>                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> </ul>                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> </ul>                                                                                                                                        | <ul style="list-style-type: none"> <li>Checklists</li> </ul>                                                                              |

**Table 11. Area, District, and Group Office (continued)**

| Mission                                                                    | Key Customer                                                                                                                                                                                                                                         | Customer Requirement                                                                                                                                                                                                                                                      | Strategic & Performance Goal                                                                                                                                                                                                                                                            | Output                                                                                                                                                                                                    |
|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Nations Building (cont.)</li> </ul> |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>National Defense <ul style="list-style-type: none"> <li>N4</li> </ul> </li> </ul>                                                                                                                                                                |                                                                                                                                                                                                           |
| <ul style="list-style-type: none"> <li>MEP</li> </ul>                      | <ul style="list-style-type: none"> <li>State &amp; Local Government</li> <li>Non-Government Organizations</li> <li>Owner &amp; Operators</li> <li>Other Federal Agencies</li> <li>Other Coast Guard Organizations</li> <li>CG Unit CO/OIC</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>No hazardous material spills</li> <li>Technical Competence</li> <li>Accurate Information</li> <li>Timely Information</li> <li>Professional &amp; courteous service</li> <li>Sufficient resources</li> </ul> | <ul style="list-style-type: none"> <li>Protection of Natural Resources <ul style="list-style-type: none"> <li>P1</li> <li>P2</li> <li>P3</li> <li>P4</li> <li>P5</li> <li>P6</li> </ul> </li> <li>Mobility <ul style="list-style-type: none"> <li>M2</li> <li>M3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Contingency Response Plans</li> <li>Information</li> <li>Goals</li> <li>Policies</li> <li>Boundaries</li> <li>Requests and Proposals</li> <li>Resources</li> </ul> |

| Process                                                                                                                              | Process Requirement                                                                                                                      | Standard                                                                         | Measure                                                                                                             | Controlling Strategies                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Coordinating</li> </ul>                                                                       | <ul style="list-style-type: none"> <li>Rapid flow of information</li> <li>Accurate information</li> </ul>                                | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>Cycle Time</li> <li>Assets O/S</li> </ul>                                    | <ul style="list-style-type: none"> <li>Checklists</li> </ul>                                          |
| <ul style="list-style-type: none"> <li>Disseminating Information</li> </ul>                                                          | <ul style="list-style-type: none"> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> </ul>  | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> </ul>                         | <ul style="list-style-type: none"> <li>Checklists</li> </ul>                                          |
| <ul style="list-style-type: none"> <li>Enhancing U.S. Interests</li> </ul>                                                           | <ul style="list-style-type: none"> <li>Effective</li> </ul>                                                                              | <ul style="list-style-type: none"> <li>Per State Department's Request</li> </ul> | <ul style="list-style-type: none"> <li>Better relations with Foreign country</li> </ul>                             | <ul style="list-style-type: none"> <li>Checklists</li> </ul>                                          |
| <ul style="list-style-type: none"> <li>Contingency Planning &amp; Evaluating (including Risk Management &amp; Assessment)</li> </ul> | <ul style="list-style-type: none"> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time</li> <li>Accurate information</li> </ul> | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Exercise Score</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>Exercises</li> <li>Partnerships</li> </ul> |
| <ul style="list-style-type: none"> <li>Disseminating Information</li> </ul>                                                          | <ul style="list-style-type: none"> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> </ul>  | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> </ul>                         | <ul style="list-style-type: none"> <li>Checklists</li> </ul>                                          |

**Table 11. Area, District, and Group Office (continued)**

| Mission                                                       | Key Customer | Customer Requirement | Strategic & Performance Goal | Output | Process                                                                                                                                                                                                                                    | Process Requirement                                                                                                                                                                                                                                                                                                                                                                         | Standard                                                                                                                                                                                                                                                                                            | Measure                                                                                                                                                                                                                     | Controlling Strategies                                                                                                                                                                                                                                   |
|---------------------------------------------------------------|--------------|----------------------|------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>MEP (cont.)</li> </ul> |              |                      |                              |        | <ul style="list-style-type: none"> <li>Responding to casualty</li> <li>Coordinating resources for response &amp; cleanup</li> <li>Investigating casualty</li> <li>Enforcing Laws, Regulations &amp; Treaties</li> <li>Educating</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Accurate Information</li> <li>Rapid flow of information</li> <li>Technical Competence</li> <li>Cycle Time</li> <li>Professional &amp; courteous service</li> <li>Accurate Information</li> <li>Technical Competence</li> <li>Effective</li> <li>Technical Competence</li> <li>Professional &amp; courteous service</li> </ul> | <ul style="list-style-type: none"> <li>Per Comdt and Local Policies</li> <li>Per Comdt and Local Policies</li> <li>Per Comdt and Local Policies</li> <li>IAW U.S. Laws, Regulations, Codes, &amp; Treaties</li> <li>Per CG Regulations &amp; SOP</li> <li>Per Comdt &amp; Local Policies</li> </ul> | <ul style="list-style-type: none"> <li>Response Time</li> <li>Amount cleaned up/ recovered</li> <li>Customer Satisfaction</li> <li>Customer Satisfaction</li> <li># of violations</li> <li>Customer Satisfaction</li> </ul> | <ul style="list-style-type: none"> <li>Exercises</li> <li>Training</li> <li>Checklists</li> <li>Exercises</li> <li>Training</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> <li>Training</li> </ul> |

**Table 11. Area, District, and Group Office (continued)**

| Mission                                                           | Key Customer                                                                                                                                                                                                                                                                      | Customer Requirement                                                                                                                                                                                                                                                                                                                                                                    | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                                                           | Output                                                                                                                                                                                                                                | Process                                                                                                                                                                                                                       | Process Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Standard                                                                                                                                                                                                                                                                                                                                                                      | Measure                                                                                                                                                                                                                                                                                                                                                           | Controlling Strategies                                                                                                                                                                                                                   |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Marine Safety</li> </ul> | <ul style="list-style-type: none"> <li>• Passenger Vessel Customers</li> <li>• U.S. Mariners</li> <li>• Owner / Operators</li> <li>• State &amp; local governments</li> <li>• Non-government organizations</li> <li>• Other Federal Agencies</li> <li>• CG Unit CO/OIC</li> </ul> | <ul style="list-style-type: none"> <li>• Fast Response</li> <li>• Technical Competence</li> <li>• No vessel collisions, fires, flooding</li> <li>• Accurate Information</li> <li>• Timely Information</li> <li>• Professional &amp; courteous service</li> <li>• Reduced Cycle Time</li> <li>• Operational &amp; Sufficient Safety Equipment</li> <li>• Sufficient resources</li> </ul> | <ul style="list-style-type: none"> <li>• Safety <ul style="list-style-type: none"> <li>• S3</li> <li>• S4</li> <li>• S5</li> </ul> </li> <li>• Mobility</li> <li>• Maritime Security <ul style="list-style-type: none"> <li>• P1</li> <li>• P2</li> <li>• P3</li> </ul> </li> <li>• Protection of Natural Resources <ul style="list-style-type: none"> <li>• C2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Investigative Reports</li> <li>• Information</li> <li>• Goals</li> <li>• Policies</li> <li>• Boundaries</li> <li>• Requests &amp; Proposals</li> <li>• Resources</li> <li>• Plans</li> </ul> | <ul style="list-style-type: none"> <li>• Planning</li> <li>• Coordinating</li> <li>• Disseminating Information</li> <li>• Investigating</li> <li>• Educating</li> <li>• Enforcing Laws, Regulations &amp; Treaties</li> </ul> | <ul style="list-style-type: none"> <li>• Concise, flexible, &amp; useful</li> <li>• Fast cycle time</li> <li>• Rapid flow of information</li> <li>• Accurate information</li> <li>• Rapid flow of information</li> <li>• Accurate information</li> <li>• Relevant information</li> <li>• Fast Response</li> <li>• Technical competence</li> <li>• Accurate Documentation</li> <li>• Technical Competence</li> <li>• Professional &amp; courteous service</li> <li>• Technical Competence</li> <li>• Effective</li> </ul> | <ul style="list-style-type: none"> <li>• Per Area &amp;/or District SOP</li> <li>• Per Area &amp;/or District SOP</li> <li>• Per Area &amp;/or District SOP</li> <li>• Per Marine Safety Manuals and Local Policies</li> <li>• Per Comdt &amp; Local Policies</li> <li>• IAW U.S. Laws, Regulations, Codes, &amp; Treaties</li> <li>• Per CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li>• Customer Satisfaction</li> <li>• Cycle Time</li> <li>• Cycle Time</li> <li>• Assets O/S</li> <li>• Customer Satisfaction</li> <li>• Cycle Time</li> <li>• Cycle Time</li> <li>• Customer Satisfaction</li> <li>• Cycle Time</li> <li>• Cycle Time</li> <li>• Customer Satisfaction</li> <li>• # of violations</li> </ul> | <ul style="list-style-type: none"> <li>• Checklists</li> <li>• Checklists</li> <li>• Checklists</li> <li>• Training</li> <li>• Checklists</li> <li>• Training</li> <li>• Checklists</li> <li>• Training</li> <li>• Checklists</li> </ul> |

**Table 11. Area, District, and Group Office (continued)**

| Mission                                                                | Key Customer                                                                                                                                                                                                                                           | Customer Requirement                                                                                                                                                                                  | Strategic & Performance Goal                                                                                                                                                                                                                                                                                                                                  | Output                                                                                                                                                                                 | Process                                                                                                                                                                 | Process Requirement                                                                                                                                                                                                                                                                                                         | Standard                                                                                                                                                                                                                                                          | Measure                                                                                                                                                                                                                                                                                                        | Controlling Strategies                                                                                                                     |
|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Waterways Management</li> </ul> | <ul style="list-style-type: none"> <li>Owners &amp; Operators</li> <li>Non-Government Organizations</li> <li>State &amp; Local Governments</li> <li>Other Federal Agencies</li> <li>Other Coast Guard Organizations</li> <li>CG Unit CO/OIC</li> </ul> | <ul style="list-style-type: none"> <li>Clear &amp; safe navigable waterways</li> <li>Accurate Information</li> <li>Timely Information</li> <li>Fast Response</li> <li>Sufficient resources</li> </ul> | <ul style="list-style-type: none"> <li>Mobility <ul style="list-style-type: none"> <li>M1</li> <li>M2</li> <li>M3</li> <li>M4</li> </ul> </li> <li>Safety <ul style="list-style-type: none"> <li>S3</li> <li>S4</li> <li>S5</li> </ul> </li> <li>Protection of Natural Resources <ul style="list-style-type: none"> <li>P1</li> <li>P3</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Information</li> <li>Goals</li> <li>Policies</li> <li>Boundaries</li> <li>Requests &amp; Proposals</li> <li>Resources</li> <li>Plans</li> </ul> | <ul style="list-style-type: none"> <li>Planning</li> <li>Coordinating</li> <li>Disseminating Information</li> <li>Enforcing Laws, Regulations &amp; Treaties</li> </ul> | <ul style="list-style-type: none"> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> <li>Technical Competence</li> <li>Effective</li> </ul> | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>IAW U.S. Laws, Regulations, Codes, &amp; Treaties</li> <li>Per CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Cycle Time</li> <li>Assets O/S</li> <li>Customer Satisfaction</li> <li>% of safe vessel movements as compared to total number</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li># of violations</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> </ul> |

**Table 11. Area, District, and Group Office (continued)**

| Mission                                                         | Key Customer                                                                                                                                                                                                                                    | Customer Requirement                                                                                                                                                                           | Strategic & Performance Goal                                                                                                                                                                                              | Output                                                                                                                                                                                                                                       | Process                                                                                                                                                                                                                                | Process Requirement                                                                                                                                                                                                                                                                                                                                                              | Standard                                                                                                                                                                                                                                                                                                  | Measure                                                                                                                                                                                                                                                          | Controlling Strategies                                                                                                                                                                              |
|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Port Security</li> </ul> | <ul style="list-style-type: none"> <li>Department of Defense</li> <li>Other Federal Agencies</li> <li>Other Coast Guard Organizations</li> <li>State &amp; Local Governments</li> <li>Owners &amp; Operators</li> <li>CG Unit CO/OIC</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Accurate Information</li> <li>Effective</li> <li>Easy access to enforcement regulations</li> <li>Sufficient resources</li> </ul> | <ul style="list-style-type: none"> <li>Maritime Security</li> <li>National Defense</li> <li>Mobility                             <ul style="list-style-type: none"> <li>N2</li> <li>N3</li> <li>N4</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Military Outload Plan</li> <li>Security Zone</li> <li>Information</li> <li>Goals</li> <li>Policies</li> <li>Boundaries</li> <li>Requests &amp; Proposals</li> <li>Resources</li> <li>Plans</li> </ul> | <ul style="list-style-type: none"> <li>Contingency Planning &amp; Evaluating</li> <li>Coordinating</li> <li>Disseminating Information</li> <li>Responding to incidences</li> <li>Enforcing Laws, Regulations &amp; Treaties</li> </ul> | <ul style="list-style-type: none"> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> <li>Fast Response</li> <li>Technical Competence</li> <li>Effective</li> </ul> | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Comdt &amp; local policies</li> <li>IAW U.S. Laws, Regulations, Codes, &amp; Treaties</li> <li>Per CG Regulations &amp; SOP</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Exercise Scores</li> <li>Cycle Time</li> <li>Assets O/S</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li># of incidents</li> <li># of violations</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>Exercises</li> <li>Checklists</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> </ul> |

**Table 11. Area, District, and Group Office (continued)**

| Mission                                                              | Key Customer                                                                                                                                                                                | Customer Requirement                                                                                                               | Strategic & Performance Goal                                                                                                                                                                                                                                                                   | Output                                                                                                                                                                               | Process                                                                                                             | Process Requirement                                                                                                                                                                                                                                                        | Standard                                                                                                                                                         | Measure                                                                                                                                                                                | Controlling Strategies                                                                               |
|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Aids to Navigation</li> </ul> | <ul style="list-style-type: none"> <li>Local Waterways Users (e.g., Commercial Bulk Carriers, Fishing Vessels, Recreational Vessels, Ferries, Tugs, etc)</li> <li>CG Unit CO/OIC</li> </ul> | <ul style="list-style-type: none"> <li>Reliable Aids</li> <li>Accurate Aids</li> <li>Operating Aids</li> <li>Sufficient</li> </ul> | <ul style="list-style-type: none"> <li>Mobility                             <ul style="list-style-type: none"> <li>M1</li> <li>M2</li> <li>M3</li> </ul> </li> <li>Safety                             <ul style="list-style-type: none"> <li>S3</li> <li>S4</li> <li>S5</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Information</li> <li>Goals</li> <li>Policies</li> <li>Boundaries</li> <li>Requests and Proposals</li> <li>Resources</li> <li>Plans</li> </ul> | <ul style="list-style-type: none"> <li>Planning</li> <li>Coordinating</li> <li>Disseminating Information</li> </ul> | <ul style="list-style-type: none"> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> </ul> | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Cycle Time</li> <li>Assets O/S</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> </ul> |
| <ul style="list-style-type: none"> <li>Bridge Admin</li> </ul>       | <ul style="list-style-type: none"> <li>CG Unit CO/OIC</li> </ul>                                                                                                                            | <ul style="list-style-type: none"> <li></li> </ul>                                                                                 | <ul style="list-style-type: none"> <li></li> </ul>                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Information</li> <li>Goals</li> <li>Policies</li> <li>Boundaries</li> <li>Requests and Proposals</li> <li>Resources</li> <li>Plans</li> </ul> | <ul style="list-style-type: none"> <li>Planning</li> <li>Coordinating</li> <li>Disseminating Information</li> </ul> | <ul style="list-style-type: none"> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> </ul> | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Cycle Time</li> <li>Assets O/S</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> </ul> |



**Table 11. Area, District, and Group Office (continued)**

| Mission                                                          | Key Customer                                                                                                                                                                                                                                                                                                                                              | Customer Requirement                                                                                                                                                                                                                           | Strategic & Performance Goal                                                                                                                             | Output                                                                                                                                                                                                            | Process                                                                                                                                                                              | Process Requirement                                                                                                                                                                                                                                                                                                                             | Standard                                                                                                                                                                                                 | Measure                                                                                                                                                                                                                                                                                  | Controlling Strategies                                                                                                              |
|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Ice Operations</li> </ul> | <ul style="list-style-type: none"> <li>State &amp; Local Government</li> <li>Non-Government Organizations</li> <li>Owner &amp; Operators</li> <li>Other Federal Agencies</li> <li>Other Coast Guard Organizations</li> <li>Local Waterways Users (e.g., Commercial Bulk Carriers, Fishing Vessels, Ferries, Tugs, etc)</li> <li>CG Unit CO/OIC</li> </ul> | <ul style="list-style-type: none"> <li>Navigable waterways in ice covered waters</li> <li>Reliable</li> <li>Fast Response</li> <li>Technical Competence</li> <li>Accurate Information</li> <li>Professional &amp; courteous service</li> </ul> | <ul style="list-style-type: none"> <li>Mobility                             <ul style="list-style-type: none"> <li>M4</li> <li>M5</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Navigable Waterways</li> <li>Information</li> <li>Goals</li> <li>Policies</li> <li>Boundaries</li> <li>Requests and Proposals</li> <li>Resources</li> <li>Plans</li> </ul> | <ul style="list-style-type: none"> <li>Planning</li> <li>Coordinating</li> <li>Disseminating Information</li> <li>Responding to vessels beset in ice or waterway ice jams</li> </ul> | <ul style="list-style-type: none"> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> <li>Fast Response</li> <li>Professional &amp; courteous service</li> </ul> | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Cycle Time</li> <li>Assets O/S</li> <li>Transit speed through ice covered water</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Transit speed through ice covered water</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> <li>Training</li> <li>PQS</li> </ul> |

**Table 11. Area, District, and Group Office (continued)**

| Mission                                                                   | Key Customer                                                                                                                                                                                                | Customer Requirement                                                                                                                                                                                                                                                           | Strategic & Performance Goal                                                                                                                                      | Output                                                                                                                                                                                                                                                                | Process                                                                                                             | Process Requirement                                                                                                                                                                                                                                                        | Standard                                                                                                                                                         | Measure                                                                                                                                                                                | Controlling Strategies                                                                               |
|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Scientific Research**</li> </ul>   | <ul style="list-style-type: none"> <li>State &amp; Local Government</li> <li>Non-Government Organizations</li> <li>Other Federal Agencies</li> <li>CG Unit CO/OIC</li> </ul>                                | <ul style="list-style-type: none"> <li>Reliable</li> </ul>                                                                                                                                                                                                                     |                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Scientific Research Platform</li> <li>Supplies to polar region stations</li> <li>Information</li> <li>Goals</li> <li>Policies</li> <li>Boundaries</li> <li>Requests and Proposals</li> <li>Resources</li> <li>Plans</li> </ul> | <ul style="list-style-type: none"> <li>Planning</li> <li>Coordinating</li> <li>Disseminating Information</li> </ul> | <ul style="list-style-type: none"> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> </ul> | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Cycle Time</li> <li>Assets O/S</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> </ul> |
| <ul style="list-style-type: none"> <li>Living Marine Resources</li> </ul> | <ul style="list-style-type: none"> <li>State &amp; Local Government</li> <li>Non-Government Organizations</li> <li>Owner &amp; Operators</li> <li>Other Federal Agencies</li> <li>CG Unit CO/OIC</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Living Marine Resources protected</li> <li>Technical Competence</li> <li>Accurate Information</li> <li>Timely Information</li> <li>Professional &amp; courteous service</li> <li>Sufficient resources</li> </ul> | <ul style="list-style-type: none"> <li>Protection of Natural Resources               <ul style="list-style-type: none"> <li>P5</li> <li>P6</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Information</li> <li>Goals</li> <li>Policies</li> <li>Boundaries</li> <li>Requests and Proposals</li> <li>Resources</li> <li>Plans</li> </ul>                                                                                  | <ul style="list-style-type: none"> <li>Planning</li> <li>Coordinating</li> <li>Disseminating Information</li> </ul> | <ul style="list-style-type: none"> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> </ul> | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Cycle Time</li> <li>Assets O/S</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>Checklists</li> <li>Checklists</li> </ul> |

\*\* = Predominately Polar Ice Breakers

**Table 11. Area, District, and Group Office (continued)**

| Mission                                                                           | Key Customer                                                                                                                                          | Customer Requirement                                                                                                             | Strategic & Performance Goal                                                                                                                                               | Output                                                                                                                                                                                                                                                                 | Process                                                                                                                                                                                                          | Process Requirement                                                                                                                                                                                                                                                                                                                                                              | Standard                                                                                                                                                                                                                                                                         | Measure                                                                                                                                                                                                                                                                                            | Controlling Strategies                                                                                                                                                          |
|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Living Marine Resources (cont.)</li> </ul> |                                                                                                                                                       |                                                                                                                                  |                                                                                                                                                                            |                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>Enforcing Laws, Regulations &amp; Treaties</li> </ul>                                                                                                                     | <ul style="list-style-type: none"> <li>Technical Competence</li> <li>Effective</li> </ul>                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>IAW U.S. Laws, Regulations, Codes, &amp; Treaties</li> <li>Per CG Regulations &amp; SOP</li> </ul>                                                                                                                                        | <ul style="list-style-type: none"> <li># of violations</li> </ul>                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>Training</li> <li>Checklists</li> </ul>                                                                                                  |
| <ul style="list-style-type: none"> <li>Defense Operations</li> </ul>              | <ul style="list-style-type: none"> <li>Department of Defense</li> <li>U.S. Navy</li> <li>National Security Council</li> <li>CG Unit CO/OIC</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Mission ready</li> <li>Knowledgeable &amp; skilled crew</li> </ul> | <ul style="list-style-type: none"> <li>National Defense               <ul style="list-style-type: none"> <li>N1</li> <li>N2</li> <li>N3</li> <li>N4</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Achieved Tactical &amp; Strategic U.S. National &amp; Military Interests</li> <li>Information</li> <li>Goals</li> <li>Policies</li> <li>Boundaries</li> <li>Requests and Proposals</li> <li>Resources</li> <li>Plans</li> </ul> | <ul style="list-style-type: none"> <li>Contingency Planning &amp; Evaluating</li> <li>Coordinating</li> <li>Disseminating Information</li> <li>Protecting U.S. Interests</li> <li>Managing Reservists</li> </ul> | <ul style="list-style-type: none"> <li>Concise, flexible, &amp; useful</li> <li>Fast cycle time</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Relevant information</li> <li>Effective</li> <li>Rapid flow of information</li> <li>Accurate information</li> <li>Employed</li> </ul> | <ul style="list-style-type: none"> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Area &amp;/or District SOP</li> <li>Per Theater Commander Orders</li> <li>Per Area &amp;/or District SOP</li> <li>Per Reserve Admin Manual</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Exercise score</li> <li>Cycle Time</li> <li>Assets O/S</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Area of Operations protected</li> <li>% of operations employing Reservists</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>Training</li> <li>Exercises</li> <li>Checklists</li> <li>Checklists</li> <li>Training</li> <li>Checklists</li> </ul> |

**Table 11. Area, District, and Group Office (continued)**

| <b>Mission</b>                                           | <b>Key Customer</b>                                                                                                                                  | <b>Customer Requirement</b>                                                                                                                                                                | <b>Strategic &amp; Performance Goal</b>                                                                                                     | <b>Output</b>                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• AMIO</li> </ul> | <ul style="list-style-type: none"> <li>• INS</li> <li>• Department of State</li> <li>• National Security Agency</li> <li>• CG Unit CO/OIC</li> </ul> | <ul style="list-style-type: none"> <li>• Knowledgeable &amp; skilled boarding officers</li> <li>• Thorough enforcement</li> <li>• Mission ready</li> <li>• Sufficient resources</li> </ul> | <ul style="list-style-type: none"> <li>• Maritime Security               <ul style="list-style-type: none"> <li>• C2</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Lives Saved</li> <li>• Repatriated Illegal Aliens</li> <li>• Economic &amp; Social Guardianship</li> <li>• Information</li> <li>• Goals</li> <li>• Policies</li> <li>• Boundaries</li> <li>• Requests and Proposals</li> <li>• Resources</li> <li>• Plans</li> </ul> |

| <b>Process</b>                                                                | <b>Process Requirement</b>                                                                                                                    | <b>Standard</b>                                                                    | <b>Measure</b>                                                                                  | <b>Controlling Strategies</b>                                  |
|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Planning</li> </ul>                  | <ul style="list-style-type: none"> <li>• Concise, flexible &amp; useful</li> <li>• Fast cycle time</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>• Customer Satisfaction</li> <li>• Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>• Checklists</li> </ul> |
| <ul style="list-style-type: none"> <li>• Coordinating</li> </ul>              | <ul style="list-style-type: none"> <li>• Rapid flow of information</li> <li>• Accurate information</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>• Cycle Time</li> <li>• Assets O/S</li> </ul>            | <ul style="list-style-type: none"> <li>• Checklists</li> </ul> |
| <ul style="list-style-type: none"> <li>• Disseminating Information</li> </ul> | <ul style="list-style-type: none"> <li>• Rapid flow of information</li> <li>• Accurate information</li> <li>• Relevant information</li> </ul> | <ul style="list-style-type: none"> <li>• Per Area &amp;/or District SOP</li> </ul> | <ul style="list-style-type: none"> <li>• Customer Satisfaction</li> <li>• Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>• Checklists</li> </ul> |

**Table 12. Unit Performance Tables<sup>3/4</sup> Training Center**

| Mission                                                                                                                                          | Key Customer                                                                                 | Customer Requirement                                                                                                                                                              | Strategic & Performance Goal                                                                                    | Output                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Support Coast Guard Human Resource Development in providing tools to enhance human performance</li> </ul> | <ul style="list-style-type: none"> <li>Students</li> </ul>                                   | <ul style="list-style-type: none"> <li>Gain knowledge, skills, attitude, &amp; abilities to perform new job</li> <li>Professional, courteous service</li> <li>Relevant</li> </ul> | Indirectly support all goals by assisting in the development of the work force to perform their assigned duties | <ul style="list-style-type: none"> <li>Skills &amp; knowledge</li> <li>Performance Tests</li> <li>Evaluations</li> <li>Information</li> </ul>                                                     |
|                                                                                                                                                  | <ul style="list-style-type: none"> <li>Coast Guard Units</li> <li>Program Manager</li> </ul> |                                                                                                                                                                                   |                                                                                                                 | <ul style="list-style-type: none"> <li>Skilled Labor</li> <li>Recommendations to Performance Improvement</li> <li>Non-training Interventions</li> <li>Evaluations</li> <li>Information</li> </ul> |

  

| Process                                                                                         | Process Requirement                                                                                                                                                                      | Standard                                                                                         | Measure                                                                                                                            | Controlling Strategies                                                                                  |
|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Delivering Course Curriculum</li> </ul>                  | <ul style="list-style-type: none"> <li>Student centered</li> <li>Performance-Based</li> <li>Become skilled in new job performance</li> <li>Gain self-confidence in new skills</li> </ul> | <ul style="list-style-type: none"> <li>Per Curriculum Outline</li> </ul>                         | <ul style="list-style-type: none"> <li>Kirkpatrick's Level I, II &amp; III evaluation</li> </ul>                                   | <ul style="list-style-type: none"> <li>Training</li> <li>Job-Aids</li> </ul>                            |
| <ul style="list-style-type: none"> <li>Developing Course Curriculum &amp;/or Modules</li> </ul> | <ul style="list-style-type: none"> <li>Cost effective</li> <li>Student centered</li> <li>Performance based</li> <li>Achievable</li> </ul>                                                | <ul style="list-style-type: none"> <li>Per Instruction System Design Model</li> </ul>            | <ul style="list-style-type: none"> <li>Kirkpatrick's Level I &amp; II evaluation</li> <li>Cost</li> </ul>                          | <ul style="list-style-type: none"> <li>Training</li> <li>Job-Aids</li> <li>Job Task Analysis</li> </ul> |
| <ul style="list-style-type: none"> <li>Evaluating Training</li> </ul>                           | <ul style="list-style-type: none"> <li>Timely</li> <li>Relevant</li> <li>Simplistic system</li> </ul>                                                                                    | <ul style="list-style-type: none"> <li>Per Comdt &amp; unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Kirkpatrick's Level I, II, &amp; III evaluations</li> </ul>                                 | <ul style="list-style-type: none"> <li>Job-Aids</li> </ul>                                              |
| <ul style="list-style-type: none"> <li>In-Processing</li> </ul>                                 | <ul style="list-style-type: none"> <li>Timely</li> <li>Courteous Service</li> </ul>                                                                                                      | <ul style="list-style-type: none"> <li>Per unit SOP</li> </ul>                                   | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> </ul>                                        | <ul style="list-style-type: none"> <li>Job-Aids</li> </ul>                                              |
| <ul style="list-style-type: none"> <li>Out-Processing</li> </ul>                                | <ul style="list-style-type: none"> <li>Thorough</li> <li>Timely</li> <li>Courteous Service</li> <li>Thorough</li> </ul>                                                                  | <ul style="list-style-type: none"> <li>Per unit SOP</li> </ul>                                   | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cycle Time</li> </ul>                                        | <ul style="list-style-type: none"> <li>Job-Aids</li> </ul>                                              |
| <ul style="list-style-type: none"> <li>Consulting</li> </ul>                                    | <ul style="list-style-type: none"> <li>Timely</li> <li>Courteous Service</li> <li>Thorough</li> </ul>                                                                                    | <ul style="list-style-type: none"> <li>Per Client's Request &amp;/or Charter</li> </ul>          | <ul style="list-style-type: none"> <li>Repeat Business</li> <li>Customer Satisfaction</li> </ul>                                   | <ul style="list-style-type: none"> <li>Training</li> <li>Job-Aids</li> <li>Needs Analysis</li> </ul>    |
| <ul style="list-style-type: none"> <li>Designing Non-Training Interventions</li> </ul>          | <ul style="list-style-type: none"> <li>Lower cost</li> <li>User Friendly</li> <li>Relevant</li> <li>Timely</li> </ul>                                                                    | <ul style="list-style-type: none"> <li>Per Client's Request &amp;/or Charter</li> </ul>          | <ul style="list-style-type: none"> <li>Repeat Business</li> <li>Customer Satisfaction</li> <li>Cost</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>Job-Aids</li> <li>Job Task Analysis</li> </ul> |

**Table 12. Training Center (continued)**

| Mission | Key Customer | Customer Requirement | Strategic & Performance Goal | Output |
|---------|--------------|----------------------|------------------------------|--------|
|         |              |                      |                              |        |

| Process                                                                                                            | Process Requirement                                                                                                                                                      | Standard                                                                               | Measure                                                                                                                                                      | Controlling Strategies                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Developing EOCT &amp; SWE Exams</li> <li>Producing Skilled Labor</li> </ul> | <ul style="list-style-type: none"> <li>Timely</li> <li>Relevant</li> <li>Accurate</li> <li>Test identify members who know material</li> <li>Performance based</li> </ul> | <ul style="list-style-type: none"> <li>Per ISD Model</li> <li>Per ISD Model</li> </ul> | <ul style="list-style-type: none"> <li>% of questions credited</li> <li>% of questions within P value</li> <li>Kirkpatrick's Level III evaluation</li> </ul> | <ul style="list-style-type: none"> <li>Job-Aids</li> <li>Training</li> <li>Job-Aids</li> <li>Job Task Analysis</li> </ul> |

**Table 13. Unit Performance Tables<sup>3/4</sup> Integrated Support Command**

| Mission                                                                                                                         | Key Customer                                                                                                                                                                                                                                    | Customer Requirement                                                                                                                                                                                                            | Strategic & Performance Goal                                                                                              | Output                                                        | Process                                                                                                                                                                               | Process Requirement                                                                                                                                                                                                                            | Standard                                                                                                                                                                                       | Measure                                                                                                                                                                                                                                                | Controlling Strategies                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Support Coast Guard Units &amp; Employees in Personnel &amp; Support Services</li> </ul> | <ul style="list-style-type: none"> <li>Coast Guard Units</li> <li>Other Federal &amp; State Agencies</li> <li>Coast Guard Employees</li> <li>Coast Guard Dependents</li> <li>Military Beneficiaries</li> <li>Non-Government Agencies</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Courteous Service</li> <li>Knowledgeable &amp; Skilled technicians</li> <li>Operational Systems</li> <li>Available</li> <li>Flexible</li> <li>Reliable</li> </ul> | Indirectly support all goals by providing personnel & support services to assist units in meeting operational commitments | <ul style="list-style-type: none"> <li>Meals</li> </ul>       | <ul style="list-style-type: none"> <li>Managing Food Service Operations</li> <li>Purchasing Food</li> <li>Cooking</li> <li>Storing Food</li> </ul>                                    | <ul style="list-style-type: none"> <li>Tasty</li> <li>Nutritious</li> <li>Healthy</li> <li>Variety</li> <li>Lower Cost</li> </ul>                                                                                                              | <ul style="list-style-type: none"> <li>Per Subsistence Manual</li> <li>± 10% between used &amp; allotted allowance</li> <li>± 2% between provisional &amp; actual inventories</li> </ul>       | <ul style="list-style-type: none"> <li>Customer satisfaction level</li> <li>% within 10% allotted allowance</li> <li>% within 2% between ending &amp; running inventory</li> </ul>                                                                     | <ul style="list-style-type: none"> <li>Sampling</li> <li>SAT visits</li> <li>Audits</li> </ul>                                         |
|                                                                                                                                 |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                 |                                                                                                                           | <ul style="list-style-type: none"> <li>Health Care</li> </ul> | <ul style="list-style-type: none"> <li>Promoting Healthy Lifestyle</li> <li>Providing Health Care</li> <li>Promoting Work Life Services</li> <li>Conducting Medical Boards</li> </ul> | <ul style="list-style-type: none"> <li>Opportunity</li> <li>Effective</li> <li>Competent</li> <li>Courteous</li> <li>Minimal Wait Time</li> <li>Easy Access</li> <li>Competent</li> <li>Courteous</li> <li>Timely</li> <li>Accurate</li> </ul> | <ul style="list-style-type: none"> <li>Per Comdt Directives</li> <li>Per Comdt &amp; MLC Directives</li> <li>Per Comdt &amp; MLC Directives</li> <li>Per Comdt &amp; MLC Directives</li> </ul> | <ul style="list-style-type: none"> <li>% active duty employees within weight standard</li> <li>Usage</li> <li>% compliance with medical policies</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> <li>Usage</li> <li>Number returned</li> </ul> | <ul style="list-style-type: none"> <li>Exercise</li> <li>Nutritious Meals</li> <li>Audits</li> <li>Audits</li> <li>Job-Aids</li> </ul> |

**Table 13. Integrated Support Command (continued)**

| Mission | Key Customer | Customer Requirement | Strategic & Performance Goal | Output                                                                                       | Process                                                                                                                                                           | Process Requirement                                                                                                                                           | Standard                                                                                                 | Measure                                                                                                                      | Controlling Strategies                                                                         |
|---------|--------------|----------------------|------------------------------|----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
|         |              |                      |                              | <ul style="list-style-type: none"> <li>• PMIS Documents</li> </ul>                           | <ul style="list-style-type: none"> <li>• Processing Personal Documents</li> </ul>                                                                                 | <ul style="list-style-type: none"> <li>• Timely</li> <li>• Error Free</li> </ul>                                                                              | <ul style="list-style-type: none"> <li>• Per HRSIC Directives</li> </ul>                                 | <ul style="list-style-type: none"> <li>• # of days to process</li> <li>• % errors</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Job-Aids</li> <li>• Compliance Inspections</li> </ul> |
|         |              |                      |                              | <ul style="list-style-type: none"> <li>• Housing</li> </ul>                                  | <ul style="list-style-type: none"> <li>• Managing housing program</li> </ul>                                                                                      | <ul style="list-style-type: none"> <li>• Courteous Service</li> <li>• Available</li> <li>• Timely</li> </ul>                                                  | <ul style="list-style-type: none"> <li>• Per Comdt, MLC, &amp; Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>• Occupant Rate</li> <li>• Customer Satisfaction</li> <li>• Turnover rate</li> </ul>  | <ul style="list-style-type: none"> <li>• Checklists</li> </ul>                                 |
|         |              |                      |                              | <ul style="list-style-type: none"> <li>• Vehicles</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Managing motor pool services</li> </ul>                                                                                  | <ul style="list-style-type: none"> <li>• Lower cost</li> <li>• Available</li> <li>• Safe vehicle</li> <li>• Courteous service</li> </ul>                      | <ul style="list-style-type: none"> <li>• Per Comdt, MLC, &amp; Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>• Usage</li> <li>• Mileage</li> <li>• Cost</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Checklists</li> </ul>                                 |
|         |              |                      |                              | <ul style="list-style-type: none"> <li>• Fire Protection</li> </ul>                          | <ul style="list-style-type: none"> <li>• Responding to calls for assistance</li> <li>• Overseeing prevention program to create a fire free environment</li> </ul> | <ul style="list-style-type: none"> <li>• Fast response</li> <li>• Professional &amp; Courteous service</li> <li>• Competent &amp; confident member</li> </ul> | <ul style="list-style-type: none"> <li>• Per Comdt, MLC, &amp; Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>• Response Time</li> <li>• Customer Satisfaction</li> <li>• # of incidents</li> </ul> | <ul style="list-style-type: none"> <li>• Training</li> <li>• Checklists</li> </ul>             |
|         |              |                      |                              | <ul style="list-style-type: none"> <li>• Recreational Facilities &amp; Activities</li> </ul> | <ul style="list-style-type: none"> <li>• Managing the Morale, Welfare &amp; Recreation (MWR) program</li> </ul>                                                   | <ul style="list-style-type: none"> <li>• Lower cost</li> <li>• Variety</li> <li>• Friendly &amp; Courteous Service</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Per Comdt, MLC, &amp; Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>• Customer Satisfaction</li> <li>• Usage</li> <li>• Cost</li> </ul>                   | <ul style="list-style-type: none"> <li>• Job-Aids</li> <li>• Audits</li> </ul>                 |
|         |              |                      |                              | <ul style="list-style-type: none"> <li>• Operational Telephone System</li> </ul>             | <ul style="list-style-type: none"> <li>• Managing Telephone Maintenance</li> </ul>                                                                                | <ul style="list-style-type: none"> <li>• Lower cost</li> <li>• Responsive</li> <li>• Available</li> </ul>                                                     | <ul style="list-style-type: none"> <li>• Per Comdt, MLC, &amp; Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>• Up Time</li> <li>• Cycle Time</li> <li>• Cost</li> </ul>                            | <ul style="list-style-type: none"> <li>• Training</li> <li>• Job-Aids</li> </ul>               |
|         |              |                      |                              | <ul style="list-style-type: none"> <li>• Secure Working Environment</li> </ul>               | <ul style="list-style-type: none"> <li>• Responding to calls for assistance</li> <li>• Monitoring base-wide security</li> </ul>                                   | <ul style="list-style-type: none"> <li>• Fast Response</li> <li>• Professional &amp; Courteous Service</li> <li>• Competent &amp; confident member</li> </ul> | <ul style="list-style-type: none"> <li>• Per Comdt, MLC, &amp; Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>• Response Time</li> <li>• Customer Satisfaction</li> <li>• # of incidents</li> </ul> | <ul style="list-style-type: none"> <li>• Training</li> <li>• Job-Aids</li> </ul>               |
|         |              |                      |                              | <ul style="list-style-type: none"> <li>• Safe &amp; Clean workspace facilities</li> </ul>    | <ul style="list-style-type: none"> <li>• Managing Facility Maintenance</li> </ul>                                                                                 | <ul style="list-style-type: none"> <li>• Safe &amp; Clean</li> <li>• Lower Cost</li> <li>• Responsive</li> </ul>                                              | <ul style="list-style-type: none"> <li>• Per Comdt, MLC, &amp; Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>• Cost</li> <li>• Cycle Time</li> <li>• Customer Satisfaction</li> </ul>              | <ul style="list-style-type: none"> <li>• Job-Aids</li> </ul>                                   |



**Table 13. Integrated Support Command (continued)**

| Mission | Key Customer | Customer Requirement | Strategic & Performance Goal | Output                                                                        | Process                                                                                 | Process Requirement                                                                                                | Standard                                                                                               | Measure                                                                                              | Controlling Strategies                                                       |
|---------|--------------|----------------------|------------------------------|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
|         |              |                      |                              | <ul style="list-style-type: none"> <li>Religious Programs</li> </ul>          | <ul style="list-style-type: none"> <li>Managing Chaplain Services</li> </ul>            | <ul style="list-style-type: none"> <li>Available</li> <li>Responsive</li> </ul>                                    | <ul style="list-style-type: none"> <li>Per Comdt, MLC, &amp; Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Usage</li> <li>Repeat Business</li> </ul>                     | <ul style="list-style-type: none"> <li>Policies</li> </ul>                   |
|         |              |                      |                              | <ul style="list-style-type: none"> <li>Storage</li> </ul>                     | <ul style="list-style-type: none"> <li>Managing storage facilities</li> </ul>           | <ul style="list-style-type: none"> <li>Responsive</li> <li>Space Availability</li> </ul>                           | <ul style="list-style-type: none"> <li>Per Comdt, MLC, &amp; Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cost</li> </ul>                | <ul style="list-style-type: none"> <li>Policies</li> </ul>                   |
|         |              |                      |                              | <ul style="list-style-type: none"> <li>Operational Computer System</li> </ul> | <ul style="list-style-type: none"> <li>Managing Computer Systems</li> </ul>             | <ul style="list-style-type: none"> <li>Lower Cost</li> <li>Responsive</li> <li>Available</li> </ul>                | <ul style="list-style-type: none"> <li>Per Comdt, MLC, &amp; Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Up Time</li> <li>Cycle Time</li> <li>Cost</li> </ul>          | <ul style="list-style-type: none"> <li>Training</li> <li>Job-Aids</li> </ul> |
|         |              |                      |                              | <ul style="list-style-type: none"> <li>Hazardous Material Storage</li> </ul>  | <ul style="list-style-type: none"> <li>Managing Hazardous Storage Facilities</li> </ul> | <ul style="list-style-type: none"> <li>Lower Cost</li> <li>Responsive</li> <li>Available</li> </ul>                | <ul style="list-style-type: none"> <li>Per Comdt, MLC, &amp; Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Cost</li> <li>Customer Satisfaction</li> </ul>                | <ul style="list-style-type: none"> <li>Training</li> <li>Job-Aids</li> </ul> |
|         |              |                      |                              | <ul style="list-style-type: none"> <li>Employee Assistance Program</li> </ul> | <ul style="list-style-type: none"> <li>Managing Employee Assistance Programs</li> </ul> | <ul style="list-style-type: none"> <li>Lower Cost</li> <li>Responsive</li> <li>Available</li> <li>Usage</li> </ul> | <ul style="list-style-type: none"> <li>Per Comdt, MLC, &amp; Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Cost</li> <li>Usage</li> <li>Customer Satisfaction</li> </ul> | <ul style="list-style-type: none"> <li>Policies</li> <li>Job-Aids</li> </ul> |

**Table 14. Unit Performance Tables<sup>3/4</sup> Naval Engineering Support Unit**

| Mission                                                                                                                     | Key Customer                                                                                                              | Customer Requirement                                                                                                                                                                                                            | Strategic & Performance Goal                                                                                             | Output                                                                                                                                                                                         | Process                                                                                                                                                                                                                                                                                            | Process Requirement                                                                                                                                                                                                                                                                                                      | Standard                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Measure                                                                                                                                                                                                                                                                                                                                                                        | Controlling Strategies                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Support Coast Guard Units in Naval Engineering System in Afloat Platforms</li> </ul> | <ul style="list-style-type: none"> <li>Cutters</li> <li>Stations</li> <li>Program Managers</li> <li>Type Desks</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Courteous Service</li> <li>Knowledgeable &amp; Skilled technicians</li> <li>Operational Systems</li> <li>Available</li> <li>Flexible</li> <li>Reliable</li> </ul> | Indirectly support all goals by assisting in keeping Coast Guard afloat platform's naval engineering systems operational | <ul style="list-style-type: none"> <li>Operational Equipment &amp; Systems</li> <li>Crew Augmentation (limited)</li> <li>Naval Engineering Data Base</li> <li>Technical Information</li> </ul> | <ul style="list-style-type: none"> <li>Performing Preventive Maintenance</li> <li>Performing Corrective Maintenance</li> <li>Responding to Casualty Reports</li> <li>Coordinating visits, parts arrival, TAD support, etc.</li> <li>Upgrading naval engineering systems &amp; equipment</li> </ul> | <ul style="list-style-type: none"> <li>Timely</li> <li>Effective</li> <li>Safe</li> <li>Technical Competence</li> <li>Timely</li> <li>Effective</li> <li>Safe</li> <li>Technical Competence</li> <li>Timely</li> <li>Effective</li> <li>Timely</li> <li>Effective</li> <li>Safe</li> <li>Technical Competence</li> </ul> | <ul style="list-style-type: none"> <li>Per Comdt &amp; MLC Directives</li> <li>Per Manufacturer's specifications</li> <li>Per Navy Directives</li> <li>Per Manufacturer's specifications</li> <li>Per Comdt &amp; MLC Directives</li> <li>Per Navy Directives</li> <li>Per MLC Directives</li> <li>Per MLC Directives</li> <li>Per Comdt &amp; MLC Directives</li> <li>Per Manufacturer's specifications</li> <li>Per Navy Directives</li> <li>Per contract</li> </ul> | <ul style="list-style-type: none"> <li>% completion of unscheduled maintenance</li> <li>% completion of PMS</li> <li>Customer satisfaction</li> <li>% number technicians trained/required</li> <li>Lost cutter days</li> <li>Cost of Work</li> <li>Cycle Time</li> <li>Customer satisfaction</li> <li>Cycle Time</li> <li>Customer satisfaction</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>PMS schedules</li> <li>Training</li> <li>Technical Publications</li> <li>Checklists</li> <li>Repair Manuals</li> <li>Technical Publications</li> <li>Training</li> <li>Checklist</li> <li>Technical Publications</li> <li>Checklist</li> <li>Checklists</li> <li>Training</li> <li>Technical Publications</li> </ul> |

**Table 14. Naval Engineering Support Unit (continued)**

| Mission | Key Customer | Customer Requirement | Strategic & Performance Goal | Output | Process                                                                                                                                          | Process Requirement                                                                                                   | Standard                                                                                                                                                      | Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Controlling Strategies                                                                                                                       |
|---------|--------------|----------------------|------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
|         |              |                      |                              |        | <ul style="list-style-type: none"> <li>• Providing information on naval engineering systems</li> <li>• Monitoring yard availabilities</li> </ul> | <ul style="list-style-type: none"> <li>• Timely</li> <li>• Accurate</li> <li>• Timely</li> <li>• Effective</li> </ul> | <ul style="list-style-type: none"> <li>• Per Manufacturer's specifications</li> <li>• Per MLC Directives</li> <li>• Per Yard Availability Contract</li> </ul> | <ul style="list-style-type: none"> <li>• Customer satisfaction</li> <li>• Cycle Time</li> <li>• Cost of new work</li> <li>• Cost of activated option item</li> <li>• Time btwn award &amp; availability start date</li> <li>• Delay in start</li> <li>• Customer satisfaction</li> <li>• Delay in completion</li> <li>• % increase in "growth work"</li> <li>• Avg number of days for release of growth work request</li> <li>• Number of availabilities</li> <li>• CSMP turnaround</li> </ul> | <ul style="list-style-type: none"> <li>• Technical Publications</li> <li>• Checklists</li> <li>• Detailed Contract Specifications</li> </ul> |

**Table 15. Unit Performance Tables<sup>3/4</sup> Electronic Support Unit**

| Mission                                                                                          | Key Customer                                                                                                             | Customer Requirement                                                                                                                                                                                                            | Strategic & Performance Goal                                                                                        | Output                                                                                                                                                                        | Process                                                                                                                                                                                                                                                                                                 | Process Requirement                                                                                                                                                                                                                                                                                                      | Standard                                                                                                                                                                                                                                                                                                                                                                                                                                  | Measure                                                                                                                                                                                                                                                                                                                                                                                                       | Controlling Strategies                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Support Coast Guard Units in Electronic System</li> </ul> | <ul style="list-style-type: none"> <li>Cutters</li> <li>Small Boats</li> <li>OPCENs</li> <li>Program Managers</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Courteous Service</li> <li>Knowledgeable &amp; Skilled technicians</li> <li>Operational Systems</li> <li>Reliable</li> <li>Flexible</li> <li>Available</li> </ul> | Indirectly support all goals by assisting in keeping Coast Guard unit's electronics systems & equipment operational | <ul style="list-style-type: none"> <li>Operational Equipment</li> <li>Electronics system data base</li> <li>Electronics system plan</li> <li>Technical Information</li> </ul> | <ul style="list-style-type: none"> <li>Performing Preventive Maintenance</li> <li>Performing Corrective Maintenance</li> <li>Responding to Casualty Reports</li> <li>Coordinating visits, parts arrival, TAD support, etc.</li> <li>Upgrading electronic engineering systems &amp; equipment</li> </ul> | <ul style="list-style-type: none"> <li>Timely</li> <li>Effective</li> <li>Safe</li> <li>Technical Competence</li> <li>Timely</li> <li>Effective</li> <li>Safe</li> <li>Technical Competence</li> <li>Timely</li> <li>Effective</li> <li>Timely</li> <li>Effective</li> <li>Safe</li> <li>Technical Competence</li> </ul> | <ul style="list-style-type: none"> <li>Per Comdt &amp; MLC Directives</li> <li>Per Manufacturer's specifications</li> <li>Per Navy Directives</li> <li>Per Manufacturer's specifications</li> <li>Per Comdt &amp; MLC Directives</li> <li>Per MLC Directives</li> <li>Per MLC Directives</li> <li>Per Comdt &amp; MLC Directives</li> <li>Per Manufacturer's specifications</li> <li>Per Navy Directives</li> <li>Per contract</li> </ul> | <ul style="list-style-type: none"> <li>% completion of unscheduled maintenance</li> <li>% completion of PMS</li> <li>Customer satisfaction</li> <li>% number technicians trained/required</li> <li>Lost cutter days</li> <li>Cost of Work</li> <li>Cycle Time</li> <li>Customer satisfaction</li> <li>Customer satisfaction</li> <li>Cycle Time</li> <li>Customer satisfaction</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>PMS schedules</li> <li>Training</li> <li>Technical Publications</li> <li>Checklists</li> <li>Repair Manuals</li> <li>Technical Publications</li> <li>Training</li> <li>Checklist</li> <li>Technical Publications</li> <li>Repair Manuals</li> <li>Checklist</li> <li>Checklists</li> <li>Training</li> <li>Technical Publications</li> </ul> |

**Table 15. Electronic Support Unit (continued)**

| Mission | Key Customer | Customer Requirement | Strategic & Performance Goal | Output |
|---------|--------------|----------------------|------------------------------|--------|
|         |              |                      |                              |        |

| Process                                                                                                                                                                       | Process Requirement                                                                                                   | Standard                                                                                                                                                      | Measure                                                                                                                                     | Controlling Strategies                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Providing information on naval engineering systems</li> <li>• Monitoring yard availabilities regarding electronic systems</li> </ul> | <ul style="list-style-type: none"> <li>• Timely</li> <li>• Accurate</li> <li>• Timely</li> <li>• Effective</li> </ul> | <ul style="list-style-type: none"> <li>• Per Manufacturer's specifications</li> <li>• Per MLC Directives</li> <li>• Per Yard Availability Contract</li> </ul> | <ul style="list-style-type: none"> <li>• Customer satisfaction</li> <li>• Cycle Time</li> <li>• Customer satisfaction</li> <li>•</li> </ul> | <ul style="list-style-type: none"> <li>• Technical Publications</li> <li>• Checklists</li> <li>• Detailed Contract Specifications</li> </ul> |

**Table 16. Unit Performance Tables<sup>3/4</sup> Civil Engineering Unit**

| Mission                                                                                                   | Key Customer                                                                                                                                                                                                                                | Customer Requirement                                                                                                                                                                                                                                                                                                                    | Strategic & Performance Goal                                                                                                                                                                                                        | Output                                                                                                                                                                                                                                                                                            | Process                                                                                                                                                                                                                                                                            | Process Requirement                                                                                                                                                                                                                                                                                        | Standard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Controlling Strategies                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Provide Coast Guard units with Shore Facility Support</li> </ul> | <ul style="list-style-type: none"> <li>• Coast Guard units</li> <li>• Facility Engineers</li> <li>• District Planning Officers</li> <li>• Other Federal Agencies</li> <li>• State &amp; Local Regulatory Agencies</li> <li>• ISC</li> </ul> | <ul style="list-style-type: none"> <li>• Reliable, safe &amp; functional shore facilities</li> <li>• Courteous Service</li> <li>• Timely</li> <li>• Within Budget</li> <li>• Available</li> <li>• Knowledgeable &amp; Skilled Staff</li> <li>• Facilities in compliance with environmental protection laws &amp; regulations</li> </ul> | <ul style="list-style-type: none"> <li>• Indirectly support all goals by assisting in keeping Coast Guard unit's shore facilities fully functional</li> <li>• Right Size</li> <li>• Right Location</li> <li>• Economical</li> </ul> | <ul style="list-style-type: none"> <li>• Construction Contracts</li> <li>• Functional, safe &amp; Reliable Shore Facilities</li> <li>• Technical Information</li> <li>• CE Biennial Evaluations</li> <li>• Real Property Support</li> <li>• Environmental Compliance Evaluations (ECE)</li> </ul> | <ul style="list-style-type: none"> <li>• Managing Project Planning Design &amp; Construction</li> <li>• Contracting Projects</li> <li>• Managing Real Property</li> <li>• Conduct ECE's</li> <li>• Planning Capital Assets</li> <li>• Conducting CE Biennial Evaluation</li> </ul> | <ul style="list-style-type: none"> <li>• Technical competence</li> <li>• Timely</li> <li>• Effective</li> <li>• Technical competence</li> <li>• Timely</li> <li>• Effective</li> <li>• Timely</li> <li>• Effective</li> <li>• Timely</li> <li>• Accurate</li> <li>• Timely</li> <li>• Effective</li> </ul> | <ul style="list-style-type: none"> <li>• Per Comdt &amp; MLC Directives &amp; Policies</li> <li>• Per Design Codes</li> <li>• Per Comdt &amp; MLC Directives &amp; Policies</li> <li>• Per Contracting Regulations</li> <li>• Per Comdt &amp; MLC Directives &amp; Policies</li> <li>• Per Real Property Laws &amp; Regulation</li> <li>• Per Comdt &amp; MLC Directives &amp; Policies</li> <li>• Per Federal, State, &amp; local environmental laws &amp; regulations</li> <li>• Per Comdt &amp; MLC Directives &amp; Policies</li> <li>• Per Comdt &amp; MLC Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>• Customer satisfaction</li> <li>• Input/Output Ratio</li> <li>• Cycle Time</li> <li>• PMR Audits</li> <li>• Customer Satisfaction</li> <li>• Cycle Time</li> <li>• # of transaction</li> <li>• # of violations</li> <li>• Customer Satisfaction</li> <li>• Environmental Compliance Evaluation Findings</li> <li>• # of planning documents</li> <li>• Customer Satisfaction</li> <li>• % of units evaluated</li> </ul> | <ul style="list-style-type: none"> <li>• Training</li> <li>• Checklists</li> <li>• Peer Review</li> <li>• Partnering</li> <li>• Training</li> <li>• Checklists</li> <li>• Training</li> <li>• Checklists</li> <li>• Partnering</li> <li>• Training</li> <li>• Checklists</li> <li>• Partnering</li> <li>• Training</li> <li>• Checklists</li> <li>• Training</li> </ul> |

**Table 16. Civil Engineering Unit (continued)**

| Mission | Key Customer | Customer Requirement | Strategic & Performance Goal | Output | Process                                                                                                                                                                 | Process Requirement                                                                                                                                                                                                              | Standard                                                                                                                                                                                                                                             | Measure                                                                                                                                                                                                                                                               | Controlling Strategies                                                                                                                                                                                                                           |
|---------|--------------|----------------------|------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         |              |                      |                              |        | <ul style="list-style-type: none"> <li>Responding to Casualty Reports</li> <li>Providing information on current laws &amp; regulations, and technical advice</li> </ul> | <ul style="list-style-type: none"> <li>Timely</li> <li>Effective</li> <li>Safe</li> <li>Economical</li> <li>Timely</li> <li>Effective</li> <li>Technical Competence</li> <li>Timely</li> <li>Accurate</li> <li>Timely</li> </ul> | <ul style="list-style-type: none"> <li>Per MLC Directives</li> <li>Per MLC Directives</li> <li>Per Comdt &amp; MLC Directives &amp; Policies</li> <li>Per technical specifications</li> <li>Per Comdt &amp; MLC Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Cycle Time</li> <li>Customer Satisfaction</li> <li>Customer satisfaction</li> <li>Cycle Time</li> <li>Cycle Time</li> <li>On-Time</li> <li>Customer Satisfaction</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>Checklist</li> <li>Technical Publications</li> <li>Repair Manuals</li> <li>Checklist</li> <li>Training</li> <li>Partnering</li> <li>Training</li> <li>Technical Publications</li> </ul> |

**Table 17. Common Support Requirements**

| Product/Service Provided                                                                  | Key Customer                                                                                  | Process                                                                                                                                                        | Process Requirement                                                                                                                                                                                                                                                                                                                      | Standard                                                                                                                                                                                                                                                                                                                  | Measure                                                                                                                                                                                                 | Controlling Strategies                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Operational Equipment</li> </ul>                   | <ul style="list-style-type: none"> <li>Equipment Operators</li> </ul>                         | <ul style="list-style-type: none"> <li>Performing Preventive Maintenance</li> <li>Performing Corrective Maintenance</li> <li>Responding to Casualty</li> </ul> | <ul style="list-style-type: none"> <li>Timely</li> <li>Effective</li> <li>Timely</li> <li>Effective</li> <li>Fast Response</li> <li>Effective</li> </ul>                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>Per Comdt &amp; MLC Directives</li> <li>Per Manufacturer's specifications</li> <li>Per Manufacturer's specifications</li> <li>Per Unit Casualty Control Directives</li> <li>Per NWPs</li> <li>Per Comdt &amp; MLC Directives</li> <li>Per Manufacturer's specifications</li> </ul> | <ul style="list-style-type: none"> <li>% PMS Completion</li> <li>Person-hours from shore side facilities</li> <li># of CASREPs</li> <li>Equipment Repaired</li> <li>Time to Contain Casualty</li> </ul> | <ul style="list-style-type: none"> <li>Checklists</li> <li>MLC Compliance Inspections</li> <li>Checklist</li> <li>Repair Manuals</li> <li>Training</li> <li>WQSB</li> <li>PQS</li> <li>Drills</li> </ul> |
| <ul style="list-style-type: none"> <li>Skills &amp; Knowledge</li> </ul>                  | <ul style="list-style-type: none"> <li>Employees</li> </ul>                                   | <ul style="list-style-type: none"> <li>Training</li> </ul>                                                                                                     | <ul style="list-style-type: none"> <li>Timely</li> <li>Effective</li> <li>Appropriate</li> </ul>                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>Per Unit Type Qualification &amp; Training Directives</li> <li>Per Area &amp;/or District SOP</li> </ul>                                                                                                                                                                           | <ul style="list-style-type: none"> <li>% PQS completion</li> <li>% required training completed</li> <li>STR scores</li> <li>SORTS rating</li> </ul>                                                     | <ul style="list-style-type: none"> <li>Training Matrix</li> <li>MLC Compliance Inspection</li> <li>TSTA</li> <li>RFO Inspections</li> <li>Drills</li> </ul>                                              |
| <ul style="list-style-type: none"> <li>Funds</li> </ul>                                   | <ul style="list-style-type: none"> <li>Department Heads</li> <li>Division Officers</li> </ul> | <ul style="list-style-type: none"> <li>Accounting &amp; Budgeting</li> </ul>                                                                                   | <ul style="list-style-type: none"> <li>Accurate</li> <li>Timely</li> </ul>                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Per FINCEN SOP</li> </ul>                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>% funds obligated</li> <li>% carry over</li> <li>% errors</li> </ul>                                                                                             | <ul style="list-style-type: none"> <li>Funds reconciliation</li> <li>MLC Compliance Inspection</li> </ul>                                                                                                |
| <ul style="list-style-type: none"> <li>Safe &amp; Positive Working Environment</li> </ul> | <ul style="list-style-type: none"> <li>Employees</li> </ul>                                   | <ul style="list-style-type: none"> <li>Providing safe working conditions</li> <li>Ensuring a positive working environment</li> </ul>                           | <ul style="list-style-type: none"> <li>Hazards Minimized</li> <li>Hazards Identified</li> <li>Safety Procedures Established</li> <li>Members respected</li> <li>Members treated fairly &amp; equally</li> <li>Members understand expectations</li> <li>Positive working environment which supports the success of all members</li> </ul> | <ul style="list-style-type: none"> <li>Per Unit Organization Manual</li> <li>Per COMDT Directives</li> <li>Per OSHA Standards</li> <li>Per Coast Guard &amp; unit core values</li> </ul>                                                                                                                                  | <ul style="list-style-type: none"> <li># of personal MISHAPs</li> <li>% of lost days to Work Days</li> <li>Climate assessment</li> <li>Employee Satisfaction</li> </ul>                                 | <ul style="list-style-type: none"> <li>Materiel Inspections</li> <li>MLC Compliance Inspection</li> </ul>                                                                                                |



**Table 17. Common Support Requirements (continued)**

| Product/Service Provided                                                                                      | Key Customer                                                                                                                                                                                                  | Process                                                                                                                                                                  | Process Requirement                                                                                                                                                                                                                                                                               | Standard                                                                                                                                                                                                                                                                                                                                             | Measure                                                                                                                                                                                                                     | Controlling Strategies                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Information</li> </ul>                                                 | <ul style="list-style-type: none"> <li>Employees</li> <li>Department Heads</li> <li>Division Officers</li> <li>Operational Commander</li> <li>Administrative Commander</li> <li>Tactical Commander</li> </ul> | <ul style="list-style-type: none"> <li>Strategic Planning</li> <li>Managing Communications Systems</li> <li>Responding to requests</li> <li>Writing documents</li> </ul> | <ul style="list-style-type: none"> <li>Timely</li> <li>Informative</li> <li>Responsive</li> <li>Quick Cycle Time</li> <li>Reliable</li> <li>Available</li> <li>User Friendly</li> <li>Responsive</li> <li>Security</li> <li>Timely</li> <li>Accurate</li> <li>Timely</li> <li>Accurate</li> </ul> | <ul style="list-style-type: none"> <li>Aligned with Corporate Strategic and Performance Goals</li> <li>Per NWP Directives</li> <li>Per Comdt, Area &amp;/or District Directives</li> <li>Per ATP Directives</li> <li>Per Unit SOP</li> <li>FOIA Policies</li> <li>Per Comdt, Area, District, MLC, &amp;/or Unit directives &amp; policies</li> </ul> | <ul style="list-style-type: none"> <li>Cycle Time to Produce Plan</li> <li>Employee Satisfaction</li> <li># of PDS</li> <li>% of message traffic errors</li> <li>Up Time</li> <li>Cycle Time</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Job-Aids</li> <li>CMS Inspections</li> <li>Training</li> <li>PQS</li> <li>ADP audits</li> <li>MLC Compliance Inspections</li> <li>Job-Aids</li> <li>MLC Compliance Inspections</li> <li>Job-Aids</li> <li>MLC Compliance Inspections</li> </ul> |
| <ul style="list-style-type: none"> <li>Wellness</li> </ul>                                                    | <ul style="list-style-type: none"> <li>Employee</li> </ul>                                                                                                                                                    | <ul style="list-style-type: none"> <li>Promoting wellness activities &amp; lifestyle</li> </ul>                                                                          | <ul style="list-style-type: none"> <li>Relevant</li> </ul>                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>Per Comdt, Area, District, MLC, &amp;/or Unit directives &amp; policies</li> </ul>                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>% within weight standards</li> </ul>                                                                                                                                                 | <ul style="list-style-type: none"> <li>Policies</li> </ul>                                                                                                                                                                                                                             |
| <ul style="list-style-type: none"> <li>Personal Performance Appraisals (e.g., OER, EPEF, civilian)</li> </ul> | <ul style="list-style-type: none"> <li>Employee</li> </ul>                                                                                                                                                    | <ul style="list-style-type: none"> <li>Evaluating individual performance</li> </ul>                                                                                      | <ul style="list-style-type: none"> <li>Timely</li> <li>Accurate</li> <li>Fair</li> </ul>                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>Per Personal Manual</li> <li>Per Comdt Directives</li> </ul>                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>Cycle Time</li> </ul>                                                                                                                                                                | <ul style="list-style-type: none"> <li>Job-Aids</li> <li>Policies</li> </ul>                                                                                                                                                                                                           |
| <ul style="list-style-type: none"> <li>Supplies</li> </ul>                                                    | <ul style="list-style-type: none"> <li>Procuring Requester</li> </ul>                                                                                                                                         | <ul style="list-style-type: none"> <li>Purchasing</li> <li>Managing Personal Property</li> </ul>                                                                         | <ul style="list-style-type: none"> <li>Accurate</li> <li>Timely</li> <li>Accurate</li> </ul>                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>Per FINCEN SOP</li> <li>Per Purchase Request</li> <li>Per Comdt Directives</li> <li>Per Comdt Directives</li> </ul>                                                                                                                                                                                           | <ul style="list-style-type: none"> <li># of days to process purchase request</li> <li>% CALMS allowance list complete</li> <li>% of survey types</li> </ul>                                                                 | <ul style="list-style-type: none"> <li>Checklist</li> <li>Training</li> <li>MLC Compliance Inspection</li> <li>Checklist</li> <li>MLC Compliance Inspection</li> </ul>                                                                                                                 |

**Table 18. Special Support Requirements**

| Product/Service Provided        | Key Customer                                            | Process                                                                                                                                   | Process Requirement                                                                                                                                                    | Standard                                                                                                                                   | Measure                                                                                                                                                                                        | Controlling Strategies                                                                     |
|---------------------------------|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| • Meals                         | • Employees<br>• Guests                                 | • Managing Food Service Operations<br>• Purchasing<br>• Cooking<br>• Storing                                                              | • Tasty<br>• Nutritious<br>• Healthy<br>• Variety<br>• Lower Cost                                                                                                      | • Per Subsistence Manual<br>• ± 10% between used & allotted allowance<br>• ± 2% between provisional & actual inventories                   | • Customer satisfaction level<br>• % within 10% allotted allowance<br>• % within 2% between ending & running inventory                                                                         | • Sampling<br>• SAT visits<br>• Audits                                                     |
| • Health Care                   | • Employees<br>• Dependents<br>• Military Beneficiaries | • Promoting Healthy Lifestyle<br><br>• Providing Health Care<br><br><br>• Promoting Work Life Services<br><br>• Conducting Medical Boards | • Opportunity<br>• Effective<br><br>• Competent<br>• Courteous<br>• Minimal Wait Time<br><br>• Easy Access<br>• Competent<br>• Courteous<br><br>• Timely<br>• Accurate | • Per Comdt Directives<br><br>• Per Comdt & MLC Directives<br><br><br>• Per Comdt & MLC Directives<br><br><br>• Per Comdt & MLC Directives | • % active duty employees within weight standard<br><br>• Usage<br>• % compliance with medical policies<br>• Customer Satisfaction<br>• Cycle Time<br><br>• Usage<br><br><br>• Number returned | • Exercise<br>• Nutritious Meals<br><br>• Audits<br><br><br>• Audits<br><br><br>• Job-Aids |
| • PMIS Documents                | • Employees                                             | • Processing Personal Documents                                                                                                           | • Timely<br>• Error Free                                                                                                                                               | • Per HRSIC Directives                                                                                                                     | • # of days to process documents<br>• % errors                                                                                                                                                 | • Checklists<br>• MLC Compliance Inspection                                                |
| • Fuel                          | • Unit                                                  | • Refueling                                                                                                                               | • Safe<br>• No-spills<br>• Timely                                                                                                                                      | • Per Comdt, Area, District & Unit policies                                                                                                | • Gallons spilled/gallons rcvd<br>• % MISHAPs                                                                                                                                                  | • Checklists<br>• Training<br>• PQS                                                        |
| • Stable & Safe Afloat Platform | • Unit                                                  | • Transferring Fuel/ Ballasting<br>• Adding &/or removing heavy objects                                                                   | • Safe<br>• No MISHAPs                                                                                                                                                 | • Per Comdt, Area, District & Unit policies                                                                                                | • % MISHAPS                                                                                                                                                                                    | • Checklists<br>• Training<br>• PQS                                                        |
| • Housing                       | • Employees<br>• Dependents                             | • Managing housing program                                                                                                                | • Courteous Service<br>• Available<br>• Timely                                                                                                                         | • Per Comdt, MLC, & Unit Directives & Policies                                                                                             | • Occupant Rate<br>• Customer Satisfaction<br>• Turnover Rate                                                                                                                                  | • Checklists                                                                               |
| • Vehicles                      | • Employees<br>• Unit<br>• Tenant Command(s)            | • Managing motor pool services                                                                                                            | • Lower cost<br>• Available<br>• Safe vehicle<br>• Courteous Service                                                                                                   | • Per Comdt, MLC, & Unit Directives & Policies                                                                                             | • Usage<br>• Mileage<br>• Cost                                                                                                                                                                 | • Checklists                                                                               |

**Table 18. Special Support Requirements (continued)**

| <b>Product/Service Provided</b>                                                                                 | <b>Key Customer</b>                                                                                                                        | <b>Process</b>                                                                                                                                                | <b>Process Requirement</b>                                                                                                                              | <b>Standard</b>                                                                                                           | <b>Measure</b>                                                                                                         | <b>Controlling Strategies</b>                                                  |
|-----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Secure Working Environment</li> </ul>                                    | <ul style="list-style-type: none"> <li>Employees</li> <li>Dependents</li> <li>Guests</li> <li>Tenant Command(s)</li> </ul>                 | <ul style="list-style-type: none"> <li>Responding to calls for assistance</li> <li>Monitoring base-wide security</li> </ul>                                   | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Professional &amp; Courteous Service</li> <li>Competent &amp; Confident member</li> </ul> | <ul style="list-style-type: none"> <li>Per Comdt, MLC, &amp;/or Unit Directives &amp; Policies</li> </ul>                 | <ul style="list-style-type: none"> <li>Response Time</li> <li>Customer Satisfaction</li> <li># of incidents</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>Checklists</li> </ul> |
| <ul style="list-style-type: none"> <li>Fire Protection Service</li> </ul>                                       | <ul style="list-style-type: none"> <li>Employees</li> <li>Dependents</li> <li>Guests</li> <li>Tenant Command(s)</li> </ul>                 | <ul style="list-style-type: none"> <li>Responding to calls for assistance</li> <li>Overseeing prevention program to create a fire free environment</li> </ul> | <ul style="list-style-type: none"> <li>Fast Response</li> <li>Professional &amp; Courteous Service</li> <li>Competent &amp; Confident member</li> </ul> | <ul style="list-style-type: none"> <li>Per Comdt, MLC, &amp;/or Unit Directives &amp; Policies</li> </ul>                 | <ul style="list-style-type: none"> <li>Response Time</li> <li>Customer Satisfaction</li> <li># of incidents</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>Checklists</li> </ul> |
| <ul style="list-style-type: none"> <li>Recreational Facilities &amp; Activities</li> </ul>                      | <ul style="list-style-type: none"> <li>Employees</li> <li>Dependents</li> <li>Military Beneficiaries</li> <li>Tenant Command(s)</li> </ul> | <ul style="list-style-type: none"> <li>Managing the Morale, Welfare &amp; Recreation (MWR) program</li> </ul>                                                 | <ul style="list-style-type: none"> <li>Lower Cost</li> <li>Variety</li> <li>Friendly &amp; Courteous Service</li> </ul>                                 | <ul style="list-style-type: none"> <li>Per Comdt, Area, District, MLC, &amp;/or Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Usage</li> <li>Cost</li> </ul>                   | <ul style="list-style-type: none"> <li>Job-Aids</li> <li>Audits</li> </ul>     |
| <ul style="list-style-type: none"> <li>Operational Telephone System</li> </ul>                                  | <ul style="list-style-type: none"> <li>Employees</li> <li>Dependents</li> <li>Tenant Command(s)</li> </ul>                                 | <ul style="list-style-type: none"> <li>Managing Telephone Maintenance</li> </ul>                                                                              | <ul style="list-style-type: none"> <li>Lower Cost</li> <li>Responsive</li> <li>Available</li> </ul>                                                     | <ul style="list-style-type: none"> <li>Per Comdt, Area, District, MLC, &amp;/or Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Up Time</li> <li>Cycle Time</li> <li>Cost</li> </ul>                            | <ul style="list-style-type: none"> <li>Training</li> <li>Job-Aids</li> </ul>   |
| <ul style="list-style-type: none"> <li>Safe &amp; Clean office, building, &amp; workspace facilities</li> </ul> | <ul style="list-style-type: none"> <li>Employees</li> <li>Dependents</li> <li>Unit</li> <li>Tenant Command(s)</li> </ul>                   | <ul style="list-style-type: none"> <li>Managing Facility Maintenance</li> </ul>                                                                               | <ul style="list-style-type: none"> <li>Safe &amp; Clean</li> <li>Lower Cost</li> <li>Responsive</li> </ul>                                              | <ul style="list-style-type: none"> <li>Per Comdt, Area, District, MLC, &amp;/or Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Cost</li> <li>Cycle Time</li> <li>Customer Satisfaction</li> </ul>              | <ul style="list-style-type: none"> <li>Job-Aids</li> </ul>                     |
| <ul style="list-style-type: none"> <li>Religious Programs</li> </ul>                                            | <ul style="list-style-type: none"> <li>Employees</li> <li>Dependents</li> <li>Military Beneficiaries</li> <li>Guests</li> </ul>            | <ul style="list-style-type: none"> <li>Managing Chaplain Services</li> </ul>                                                                                  | <ul style="list-style-type: none"> <li>Available</li> <li>Responsive</li> </ul>                                                                         | <ul style="list-style-type: none"> <li>Per Comdt, Area, District, MLC, &amp;/or Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Usage</li> <li>Repeat Business</li> </ul>                                       | <ul style="list-style-type: none"> <li>Policies</li> </ul>                     |
| <ul style="list-style-type: none"> <li>Storage</li> </ul>                                                       | <ul style="list-style-type: none"> <li>Employees</li> <li>Tenant Command(s)</li> </ul>                                                     | <ul style="list-style-type: none"> <li>Managing storage facilities</li> </ul>                                                                                 | <ul style="list-style-type: none"> <li>Responsive</li> <li>Space Availability</li> </ul>                                                                | <ul style="list-style-type: none"> <li>Per Comdt, Area, District, MLC, &amp;/or Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Cost</li> </ul>                                  | <ul style="list-style-type: none"> <li>Policies</li> </ul>                     |

**Table 18. Special Support Requirements (continued)**

| <b>Product/Service Provided</b>                                                | <b>Key Customer</b>                                                                                        | <b>Process</b>                                                                          | <b>Process Requirement</b>                                                                          | <b>Standard</b>                                                                                                           | <b>Measure</b>                                                                                            | <b>Controlling Strategies</b>                                                |
|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Operational Computer Systems</li> </ul> | <ul style="list-style-type: none"> <li>Employees</li> <li>Tenant Command(s)</li> </ul>                     | <ul style="list-style-type: none"> <li>Managing Computer Systems</li> </ul>             | <ul style="list-style-type: none"> <li>Lower Cost</li> <li>Responsive</li> <li>Available</li> </ul> | <ul style="list-style-type: none"> <li>Per Comdt, Area, District, MLC, &amp;/or Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Up Time</li> <li>Cycle Time</li> <li>Cost</li> </ul>               | <ul style="list-style-type: none"> <li>Training</li> <li>Job-Aids</li> </ul> |
| <ul style="list-style-type: none"> <li>Printed Material</li> </ul>             | <ul style="list-style-type: none"> <li>Employees</li> </ul>                                                | <ul style="list-style-type: none"> <li>Printing</li> </ul>                              | <ul style="list-style-type: none"> <li>Timely</li> <li>Quality</li> <li>Lower Cost</li> </ul>       | <ul style="list-style-type: none"> <li>Per Comdt, Area, District, MLC, &amp;/or Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Cost</li> <li>Customer Satisfaction</li> <li>Cycle Time</li> </ul> | <ul style="list-style-type: none"> <li>Training</li> <li>Job-Aids</li> </ul> |
| <ul style="list-style-type: none"> <li>Hazardous Material Storage</li> </ul>   | <ul style="list-style-type: none"> <li>Employees</li> <li>Tenant Command(s)</li> </ul>                     | <ul style="list-style-type: none"> <li>Managing Hazardous Storage Facilities</li> </ul> | <ul style="list-style-type: none"> <li>Lower Cost</li> <li>Responsive</li> <li>Available</li> </ul> | <ul style="list-style-type: none"> <li>Per Comdt, Area, District, MLC, &amp;/or Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Cost</li> <li>Customer Satisfaction</li> </ul>                     | <ul style="list-style-type: none"> <li>Training</li> <li>Job-Aids</li> </ul> |
| <ul style="list-style-type: none"> <li>Employee Assistance Program</li> </ul>  | <ul style="list-style-type: none"> <li>Employees</li> <li>Dependents</li> <li>Tenant Command(s)</li> </ul> | <ul style="list-style-type: none"> <li>Managing Employee Assistance Programs</li> </ul> | <ul style="list-style-type: none"> <li>Lower Cost</li> <li>Responsive</li> <li>Available</li> </ul> | <ul style="list-style-type: none"> <li>Per Comdt, Area, District, MLC, &amp;/or Unit Directives &amp; Policies</li> </ul> | <ul style="list-style-type: none"> <li>Cost</li> <li>Usage</li> <li>Customer Satisfaction</li> </ul>      | <ul style="list-style-type: none"> <li>Policies</li> </ul>                   |



Filename: UPTtables  
Directory: E:\Users\CKalnbach\Home\CQA Curriculum  
Template: U:\Normal.dot  
Title: Coast Guard Key Performance Requirements  
Subject:  
Author: Buddy Custard  
Keywords:  
Comments:  
Creation Date: 09/02/98 10:31 AM  
Change Number: 3  
Last Saved On: 09/02/98 10:48 AM  
Last Saved By: CKalnbach  
Total Editing Time: 10 Minutes  
Last Printed On: 09/02/98 10:49 AM  
As of Last Complete Printing  
Number of Pages: 61  
Number of Words: 13,959 (approx.)  
Number of Characters: 79,571 (approx.)